



Network Notification

Notice Date: March 26, 2020
To: Georgia Medicaid Providers
From: CareSource
Subject: COVID-19: Temporary Telehealth Services
Effective Date: March 18, 2020

Georgia Department of Community Health (DCH) has recently issued telemedicine related guidance involving both the expansion of telehealth benefits and clarification around service delivery locations in response to the COVID-19 pandemic. It is CareSource's intention to adhere to the Department's guidance; the detail of which are below.

EXPANSION OF TELEHEALTH BENEFITS

Summary

DCH has temporarily waived certain components of current regulations related to Telehealth/Telemedicine Services. In an effort to expand the use of telehealth, CareSource will be adhering to this guidance effective immediately. Telehealth, as defined in the Georgia Department of Community Health Telehealth State Policy Manual, is remote healthcare that does not always involve clinical services. Telehealth can be used in telecommunications technologies for patient education, home health, professional health education and training, administrative and program planning, and other diverse aspects of a health care delivery system. Telehealth involves the use of two-way, real time interactive communication equipment to exchange medical/clinical information between a healthcare practitioner and the member from one site to another via a secure electronic communication system. This includes audio and video communications equipment designed to facilitate delivery of healthcare services in a face-to-face interactive, though distant, engagement.

Impact

All participating provider types, as outlined in the [guidance provided by DCH](#), are eligible to render services to members following the requirements and responsibilities outlined in the emergency rule. CareSource will follow all published regulatory [guidance in regard to non-participating providers who render Telehealth Services](#). All therapy procedure codes that are currently outlined in the [Children's Intervention Services Program Manual](#) will be reimbursable via Telehealth delivery when submitted with the Telehealth modifier and appropriate place of service.

CLARIFICATION OF SERVICE DELIVERY LOCATIONS and the Term "Distant Site Locations"

Summary

DCH received requests for additional clarification of the telehealth guidance released March 17, 2020 and further clarified in a message dated March 18, 2020. In response to requests for clarification of service delivery locations and the term "distant site locations" DCH issued the following [guidance](#) to clarify these outstanding questions.

Qualified Providers

Qualified providers permitted to furnish Medicaid-reimbursed telehealth services during the Public Health Emergency include physicians and certain non-physician providers such as nurse practitioners, physician assistants and certified nurse midwives. Other practitioners enrolled in Georgia Medicaid such as certified nurse anesthetists, licensed clinical social workers, clinical psychologists and therapists (PT, ST and OT) may also deliver services within their scope of practice, consistent with Medicaid reimbursement rules, and in the category of service in which they are enrolled.

Service Delivery Location: Originating Site

The Coronavirus Preparedness and Response Supplemental Appropriations Act as signed into law by the President on March 6, 2020 allows states broad authority to waive limitations on settings where members are eligible to receive telehealth and where telehealth services can be delivered during the emergency. All members with access to video or telephone communication may receive services in their homes to reduce exposure to themselves and others. Under the emergency declaration and waivers, these services may be provided by professionals regardless of patient location. The services must meet established medical necessity criteria relevant to the procedure or treatment.

Service Delivery Location: Distant Site

Qualified providers deliver services from distant sites. During the COVID-19 state of emergency, providers may deliver medically necessary services in various settings including their homes or other settings in which the privacy and confidentiality of the member can be assured. Qualified providers should continue to follow all applicable licensure rules specific to their profession. Services delivered from distant sites will be billed using the provider billing address associated with the enrolled Medicaid practice or facility. Claims must be billed using the associated procedure code, GT modifier and place of service code 02 to indicate telehealth delivery.

Billing

Providers should reference the March 18, 2020 banner message relating to COVID-19 and the Use of Telehealth for additional requirements related to member consent and patient confidentiality. DCH will continue to review all categories of service, adding services and procedure codes that can be reimbursed through telehealth service delivery as identified. MMIS will be modified to include new codes following DCH review. The Department will post additional information as needed.

Verbal Consent

Consent to receive services must be provided verbally by the member and noted in the member's file or medical record. Providers are not required to obtain a hard copy of the consent form as noted in the Telehealth Guidance manual.

Impact

CareSource will follow all published regulatory guidance issued by DCH to include:

- the types of qualified providers permitted to furnish Medicaid-reimbursed telehealth services;
- the appropriate service delivery location;
- reimbursement;
- member consent; and,
- patient confidentiality

Given that COVID-19 is a communicable disease, CareSource members are encouraged to utilize telehealth services when available.

PLEASE NOTE: CareSource reserves the right to implement and revoke this policy without the state specific contractual notification requirements for a change in policy that is normally required. This would apply both for the effective date as well as for the withdrawal of the policy due to the urgent and

emergent nature of the COVID-19 pandemic. State Agency approval of a policy change will be obtained prior to any changes in policy, including the revocation of a policy implemented as a result of COVID-19.

Questions?

For all questions, please contact CareSource at the following numbers:

Contact	Number
Provider Services	1-855-202-1058
Member Services	1-855-202-0729 TTY: 1-800-255-0056 or 711
Claim Inquiries	1-855-202-1058
Grievance & Appeals	1-855-202-1058
Utilization Management	1-855-202-1058
Pharmacy	1-855-202-1058
CareSource24® Nurse Advice Line	1-844-206-5944
Telemedicine	Global Partnership for Telehealth (GPT): 912-285-0902 MYidealDOCTOR®: 1-855-879-4332

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