



## Network Notification

**Notice Date:** May 6, 2020  
**To:** Ohio Medicaid Providers  
**From:** CareSource  
**Subject:** COVID-19: Temporary Telehealth Services - UPDATE  
**Effective Date:** March 9, 2020

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*Please note: CareSource is monitoring all guidance related to COVID-19. This communication is an update on the [COVID-19: Temporary Telehealth Services](#) network notification dated April 3, 2020. CareSource will communicate updates aligned with state guidance as it is released. Please check back regularly for updated information.*

### Summary

The purpose of this communication is to advise that the Ohio Administrative Code (OAC) Telehealth Services rule 5160-1-18 and the CareSource Telemedicine Services Reimbursement Policy have temporarily been superseded by the emergency rule [5160-1-21](#) published by Ohio Department of Medicaid (ODM). Telehealth as defined in the emergency rule is the direct delivery of health care services to a patient via synchronous, interactive, real-time electronic communication comprising both audio and video elements; or activities that are asynchronous and do not have both audio and video elements such as telephone calls, images transmitted via facsimile machine, and electronic mail.

### Impact

All participating providers as outlined in the Telehealth Emergency Rule [5160-1-21](#) are eligible to render services to members. CareSource will follow all published regulatory guidance in regards to non-participating providers. All telehealth services rendered must meet the requirements and responsibilities outlined in the emergency rule. CareSource will waive all required face-to-face visit requirements for new and established members as further outlined in the rule.

**Please note:** *Members who meet the following criteria are not eligible for reimbursement of telehealth services:*

- *Inmate – an individual who is serving time for a criminal offense or who is confined in a state or federal prison, jail, detention facility, or other penal facility;*
- *Inmate of a public institution – a person who is living in a public institution*

### Claim Submission

Behavioral health claims provided by Community Behavioral Health Centers (CBHCs) will be processed in accordance to this [Appendix](#).

- Expanded behavioral health services that are rendered via telehealth with dates of service on or after March 9, 2020, will be processed when billed with modifier GT and the appropriate place of service for the code based on the [ODM Behavioral Health Provider Manual](#). CBHCs should **NOT** submit claims for expanded behavioral health services rendered via telehealth until further notice or the claim may receive a denial. Currently, CBHCs may bill and be reimbursed for expanded behavioral health services rendered via telehealth without the GT modifier.

All other claims including physical therapy, occupational therapy and speech therapy claims will be processed in accordance to the [Appendix to Rule 5160-1-21](#).

- Providers may begin **immediately** submitting claims for all additional services that are now eligible to be rendered via telehealth due to the temporary emergency expansion, including therapy services, with dates of services on or after March 9, 2020, based on the guidance provided in the [Telehealth Billing Guidelines During COVID-19 State of Emergency](#) resource published by ODM.

### **Importance**

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

**Please note:** *Due to the urgent and emergent nature of the COVID-19 pandemic, CareSource reserves the right to implement and revoke this policy without the state specific contractual notification requirements for a change in policy. This would apply both for the effective date as well as for the withdrawal of the policy.*

### **Questions?**

For all general questions related to COVID-19, please contact the Ohio Department of Health at 1-833-427-5634 (1-833-4-ASK-ODH).

For questions related to behavioral health claims provided by CBHC specific guidance, please reference the [ODM Behavioral Health Special Considerations](#) reference.

For questions specific to the ODM Telehealth Rules, including claims information, please refer to the ODM published [FAQ resource](#) and/or the general ODM [COVID-19 webpage](#).

For questions specific to coding, please refer to the [Appendix to Rule 5160-1-21](#).

All other questions, please contact CareSource's Provider Services at **1-800-488-0134**. Our hours of operation are Monday through Friday, 8 a.m. to 6 p.m. Eastern time.

Please continue to visit CareSource's [COVID-19 Provider Resource Center](#) for the latest updates.

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