



## Network Notification

**Notice Date:** March 27, 2020  
**To:** Ohio Medicaid & Ohio MyCare Providers  
**From:** CareSource  
**Subject:** COVID-19: Temporary Telehealth Services  
**Effective Date:** March 9, 2020

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*Beginning on May 12, 2023, this notification is expiring in alignment with the end of the Public Health Emergency.*

### Summary

The purpose of this communication is to advise that the 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Telehealth Services rule 5160-1-18 and the CareSource Telemedicine Services Reimbursement Policy have temporarily been superseded by the emergency rule [5160-1-21](#) published by Ohio Department of Medicaid. CareSource will be adhering to this rule effective March 9, 2020. 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 provider. 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.

All claims except for the behavioral health claims provided by Community Behavioral Health Centers (CBHCs) will be processed in accordance to the [Appendix to Rule 5160-1-21](#). All behavioral health claims provided by CBHCs will be processed in accordance to this [Appendix](#).

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

### Importance

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.

**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 Community Behavioral Health Centers (CBHCs) specific guidance, please reference the [Ohio Department of Medicaid Behavioral Health special considerations](#).

For questions specific to the Ohio Department of Medicaid Telehealth Rules including claims information, please refer to the ODM published [Frequently Asked Questions resource](#) and/or the general Ohio Department of Medicaid [COVID-19 webpage](#).

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

For 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.