



ADMINISTRATIVE POLICY STATEMENT

Arkansas PASSE

Policy Name & Number	Date Effective
Telemedicine Services-AR PASSE-AD-1309	07/01/2025
Policy Type	
ADMINISTRATIVE	

Administrative Policy Statement prepared by CareSource and its affiliates are derived from literature based on and supported by clinical guidelines, nationally recognized utilization and technology assessment guidelines, other medical management industry standards, and published MCO clinical policy guidelines. Medically necessary services include, but are not limited to, those health care services or supplies that are proper and necessary for the diagnosis or treatment of disease, illness, or injury and without which the patient can be expected to suffer prolonged, increased or new morbidity, impairment of function, dysfunction of a body organ or part, or significant pain and discomfort. These services meet the standards of good medical practice in the local area, are the lowest cost alternative, and are not provided mainly for the convenience of the member or provider. Medically necessary services also include those services defined in any Evidence of Coverage documents, Medical Policy Statements, Provider Manuals, Member Handbooks, and/or other policies and procedures.

Administrative Policy Statements prepared by CareSource and its affiliates do not ensure an authorization or payment of services. Please refer to the plan contract (often referred to as the Evidence of Coverage) for the service(s) referenced in the Administrative Policy Statement. If there is a conflict between the Administrative Policy Statement and the plan contract (i.e., Evidence of Coverage), then the plan contract (i.e., Evidence of Coverage) will be the controlling document used to make the determination.

According to the rules of Mental Health Parity Addiction Equity Act (MHPAEA), coverage for the diagnosis and treatment of a behavioral health disorder will not be subject to any limitations that are less favorable than the limitations that apply to medical conditions as covered under this policy.

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A. Subject

Telemedicine Services

B. Background

Telemedicine is the use of electronic information and communication technology to deliver healthcare services, including, without limitation, the assessment, diagnosis, consultation, treatment, education, care management, and self-management of a member. Telemedicine includes store-and-forward technology and remote patient monitoring.

Store-and-forward technology involves the transmission of a member's medical information from a healthcare provider at an originating site, which includes the home of a member, to a healthcare provider at a distant site. Remote client monitoring uses electronic information and communication technology to collect personal health information and medical data from a member at an originating site that is transmitted to a healthcare provider at a distant site for use in the treatment and management of medical conditions that require frequent monitoring.

CareSource will reimburse providers for telemedicine healthcare services to licensed or certified healthcare professionals or entities who are authorized to bill Arkansas Medicaid directly for healthcare services. Coverage and reimbursement for healthcare services provided through telemedicine will be reimbursed on the same basis as healthcare services provided in person.

C. Definitions

- **Distant Site** – The physical location of the healthcare professional delivering services through telemedicine at the time the services are provided.
- **Healthcare Professional** – A person who is licensed, certified, or otherwise authorized by the laws of Arkansas to administer health care in the ordinary course of the practice of the profession.
- **National Place of Service (POS) Code 02** – Telehealth services provided other than in member home.
- **National Place of Services (POS) Code 10** – Telehealth services provided in member home.
- **Online Visit** – A real-time (synchronous) two-way communication initiated by the member to virtually connect a physician or other health care provider for low complexity health care services.
- **Originating Site** – The physical location of a member at the time healthcare services are provided by means of telemedicine.

D. Policy

- I. CareSource will provide payment to a licensed or certified healthcare professional or entity for services provided through telemedicine, if the service provided through telemedicine is comparable to the same service provided in person.

The ADMINISTRATIVE Policy Statement detailed above has received due consideration as defined in the ADMINISTRATIVE Policy Statement Policy and is approved.

- A. Payment will include a reasonable facility fee to the originating site operated by a licensed or certified healthcare professional or entity, if the professional or entity is authorized to bill Arkansas Medicaid directly for healthcare services.
 - B. There is no facility fee for the distant site.
 - C. The professional or entity at the distant site must be an enrolled Arkansas Medicaid Provider. Any other originating sites are not eligible to bill a facility fee.
 - D. Reimbursement is dependent on, but not limited to, submitting approved Healthcare Common Procedure Coding System (HCPCS) and Current Procedural Terminology (CPT) codes along with appropriate modifiers, if applicable.
 - E. The modality of telemedicine/telehealth services must be documented in the applicable medical record in order to be reimbursed.
- II. The distant site healthcare provider will not utilize telemedicine services with a member unless a documented professional relationship exists between the provider and the member. A professional relationship does not include a relationship between a healthcare provider and a member established only by any of the exclusions to telemedicine listed below. A professional relationship exists when:
- A. The healthcare provider has previously conducted an in-person examination of the member and is available to provide appropriate follow-up care.
 - B. The healthcare provider personally knows the member and the member's health status through an ongoing relationship and is available to provide follow-up care.
 - C. The treatment is provided by a healthcare provider in consultation with, or upon referral by, another healthcare provider who has an ongoing professional relationship with the member and who has agreed to supervise the member's treatment, including follow-up care.
 - D. An on-call or cross-coverage arrangement exists with the member's regular treating healthcare provider or another healthcare provider who has established a professional relationship with the member.
 - E. The healthcare professional, who is licensed in Arkansas, has access to a member's personal health record maintained by a healthcare professional and uses any technology deemed appropriate by the healthcare professional, including the telephone, with a member located in Arkansas to diagnose, treat, and if clinically appropriate, prescribe a noncontrolled drug to the member.
- III. Medically necessary telehealth services are subject to the same clinical and utilization review criteria, plan requirements, limitations, and cost sharing as the same health care services when delivered to a member in person. A healthcare provider providing telemedicine services within Arkansas shall follow applicable state and federal laws, rules and regulations regarding:
- A. informed consent
 - B. privacy of individually identifiable health information
 - C. medical record keeping and confidentiality
 - D. fraud, waste and abuse

IV. Non-covered services under telemedicine

The ADMINISTRATIVE Policy Statement detailed above has received due consideration as defined in the ADMINISTRATIVE Policy Statement Policy and is approved.

- A. Audio-only communication, unless the audio-only communication is in real-time, is interactive, and substantially meets the requirements for a health care service that would otherwise be covered by the health benefit plan.
 - 1. Documentation of the engagement between member and provider via audio-only communication will be maintained in the medical record addressing the problem, content of the conversation, medical decision-making, and plan of care after the contact.
 - 2. Medical documentation is subject to the same audit and review process required by payers and governmental agencies when requesting documentation of other care delivery, such as in-office or face-to-face visits.
- B. an internet questionnaire
- C. an email message
- D. a client-generated medical history
- E. text messaging
- F. a facsimile machine (fax) and E-fax
- G. any combination of the above
- H. any future technology that does not meet the criteria outlined in this section

E. Conditions of Coverage

Reimbursement is dependent on, but not limited to, submitting approved HCPCS and CPT codes along with appropriate modifiers, if applicable. Please refer to the individual fee schedule for appropriate codes.

F. Related Policies/Rules

Medical Necessity Determinations
Nonmedical Community Supports and Services

G. Review/Revision History

DATE		ACTION
Date Issued	03/01/2023	New Policy
Date Revised	02/28/2024 03/26/2025	Updated references. Approved at Committee. Removed Modifier 95. Updated references. Approved at Committee.
Date Effective	07/01/2025	
Date Archived		

H. References

1. *CareSource PASSE Provider Manual*. CareSource; 2024. Accessed March 4, 2025. www.caresource.com
2. *Medicare Telemedicine Health Care Provider Fact Sheet*. Centers for Medicare and Medicaid Services; 2020. Accessed March 4, 2025. www.cms.gov
3. *MLN Fact Sheet: Telehealth Services*. Centers for Medicare and Medicaid Services; 2023. MLN901705. Accessed March 4, 2025. www.cms.gov
4. *Taskforce on Telehealth Policy (TPP): Findings and Recommendations*. National Committee for Quality Assurance; 2020. Accessed March 4, 2025. www.ncqa.org

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5. *Telehealth – GT Modifier and POS Changes*. Arkansas Dept of Human Services; 2022. Official notice ON-007-22. Accessed March 4, 2025.
www.humanservices.arkansas.gov
6. Telemedicine. *Arkansas PASSE Provider Manual*. Section I.105.190. Arkansas Dept of Human Services; 2024. Accessed March 4, 2025.
www.humanservices.arkansas.gov
7. Telemedicine Act, ARK. CODE ANN. §§ 17-80-401 to 407 (2023).
8. Telemedicine billing guidelines. *Arkansas PASSE Provider Manual*. Section III. 305.000. Arkansas Dept of Human Services; 2022. Accessed March 4, 2025.
www.humanservices.arkansas.gov

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