Telehealth Provider Training during the Novel Coronavirus (COVID-19) Pandemic
Objectives

1. Review Important Web Announcements concerning Novel Coronavirus (COVID-19)
2. Locate and review the Telehealth Billing Manual
3. Cover important billing information
4. Locate Medicaid Policy concerning Telehealth
5. Locate and Review COVID-19 Information from the Division of Health Care Financing and Policy (DHCFP)
6. Review Resources
7. Contact Us
Review Important Web Announcements regarding COVID-19
Reviewing Important Web Announcements

In order to access web announcements concerning COVID-19 and Telehealth Services:

1. Navigate to [www.medicaid.nv.gov](http://www.medicaid.nv.gov)
2. Click on the link “View All Web Announcements”
Reviewing Important Web Announcements, continued

When on the All Web Announcements webpage:

3. Select “Ctrl” and then “F” from the keyboard to bring up a search feature box.

4. Insert search criteria and select “Enter” to highlight the search criteria results on the page.

5. Click on the Web Announcement link to view relevant information.

Note: For this example, the user searched for Telehealth.

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<thead>
<tr>
<th>Date</th>
<th>Announcement Number</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apr 24, 2020</td>
<td>2180</td>
<td>Attention All Providers: Out-of-State Providers Enrolling to Provide Services for Novel Coronavirus (COVID-19) Pandemic</td>
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<tr>
<td>Apr 24, 2020</td>
<td>2179</td>
<td>Medicaid Management Information System Updated with NCIC Quarter 2 2020 Files</td>
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<td>Apr 22, 2020</td>
<td>2178</td>
<td>Attention All Providers: Guidelines for Billing Certain Conditions Originating in the Perinatal Period</td>
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<tr>
<td>Apr 17, 2020</td>
<td>2177</td>
<td>Urgent Announcement RegardingCierra Suspending for Budget Relief</td>
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<td>Apr 17, 2020</td>
<td>2176</td>
<td>Prior Authorization Removed from Magnetic Resonance Imaging (MRI) Codes 77045, 77047, 77048 and 77049</td>
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<td>Apr 17, 2020</td>
<td>2175</td>
<td>Attention Provider Type 33 (Durable Medical Equipment, Prosthetics, Orthotics and Supplies (DMEPOS)); Update Regarding Claims for Procedure Codes A7035, A7036, A7039, A7046 and E0580</td>
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<tr>
<td>Apr 17, 2020</td>
<td>2174</td>
<td>Professional Crossover and Outpatient Crossover Claims Payment Issue Resolved</td>
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<td>Apr 17, 2020</td>
<td>2173</td>
<td>Attention All Providers: Top 10 Claim Denial Reasons and Resolutions/Workarounds for March 2020 Claims</td>
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<td>Apr 16, 2020</td>
<td>2172</td>
<td>Update to Tutorials Services for Home Health and Hospice Agencies</td>
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<td>Apr 15, 2020</td>
<td>2170</td>
<td>Attention All Provider Types: Additional Secondary Claim Training Sessions Scheduled</td>
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<td>Apr 14, 2020</td>
<td>2169</td>
<td>Attention Provider Type 33 (Durable Medical Equipment, Prosthetics, Orthotics and Supplies): Reminder to Use Appropriate Insulin Pump-related Supplies Procedure Codes</td>
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<tr>
<td>Apr 13, 2020</td>
<td>2168</td>
<td>Attention Provider Type (PT) 19 Nursing Facilities: Delay in Quality Nursing Facility Rate</td>
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<td>Apr 10, 2020</td>
<td>2167</td>
<td>DHCFP Reminder to Adhere to Policy Regarding Radiant Biling</td>
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<td>Apr 10, 2020</td>
<td>2166</td>
<td>Attention Provider Type 74 (Nurse Midwife); Claims for Denied Codes Have Been Reprocessed</td>
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<tr>
<td>Apr 10, 2020</td>
<td>2165</td>
<td>Attention Provider Type 17 (Special Clinical) Specialty 215 (Substance Abuse Agency Model): Procedure Code Q3514 May Be Billed</td>
</tr>
<tr>
<td>Apr 10, 2020</td>
<td>2164</td>
<td>Outpatient and Physician Claims Denied with Error Code 7201 Have Been Reprocessed</td>
</tr>
<tr>
<td>Apr 09, 2020</td>
<td>2163</td>
<td>Attention Provider Type 17 (Special Clinical): Pathology/Laboratory Procedure Code 83655 (End) Can Be Billed</td>
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</table>
Locate Telehealth Billing Information
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In order to access Telehealth Billing Information:

1. Navigate to www.medicaid.nv.gov
2. Hover over “Provider” from the top blue toolbar
3. Click on “Billing Information”
4. Scroll down to the bottom of the webpage.

5. Select “Telehealth” to open the Telehealth Billing Instructions.
Important Telehealth Information
Important Telehealth Information

• Majority of medical services can be delivered via telehealth services in order to minimize risk to both recipients and providers.

• Exceptions are services which require direct contact with the recipient, for example:
  - Basic Skills Training (BST)
  - Private Duty Nursing (PDN)
  - Day & Residential Habilitation
  - Adult Day Health
  - Personal Care Services
  - Medical Services that require direct contact with a recipient

• DHCFP will temporarily lift the telephonic restrictions per Centers for Medicare & Medicaid Services (CMS) guidance.

• Providers must continue to work within the scope of practice and apply appropriateness of group therapy services via telehealth modalities.
Important Telehealth Information, continued

- During this time, CMS has authorized the use of non-HIPAA compliant telecommunication systems, such as:
  - Skype
  - FaceTime
  - Audio Only
Important Telehealth Information – Prior Authorization

- Procedures must fall within the scope of practice of the rendering provider and must be clinically appropriate.

- If a service requires a prior authorization in-person, it will also require a prior authorization via telehealth.
Important Telehealth Information – Billing

• The **originating** site is where the recipient is receiving services.

• If the recipient is receiving Telehealth services from a Medicaid provider located at a distant site (using a provider’s telecommunication system), the provider may bill a facility fee using HCPCS Code Q3014.

• If a telecommunication system is used that is not at the location of a Medicaid provider, such as a recipient’s smart phone or home computer, the facility fee may not be billed.

• The **distant** site, where the provider is delivering services, will use the appropriate CPT/HCPCS code with a Place of Service code of 02.

• The GT Modifier is not required as long as the place of service is correct, unless billing as a PT 75 (Critical Access Hospital).

• For providers utilizing the Outpatient Institutional Claim Form, the GT Modifier is required.

• Prescription billing questions should be discussed with OptumRx. (See page 29)
Important Telehealth Information – Durable Medical Equipment

• Telephonic physician’s office visits will not be accepted when prescribing any Durable Medical Equipment item that requires a face-to-face visit per CMS guidelines.

• Telephonic or video contact is not allowable for DME providers as a means to assess or set-up equipment that is multifaceted or complex, which require intricate assessment, measurements or safety evaluation.

• In situations that are not multifaceted or complex, video contact for evaluation, set-up and use training can be utilized while ensuring damage, warranty negation and safety are not a risk.
Important Telehealth Information – Applied Behavior Analysis

• Nevada Medicaid will cover the following for Applied Behavior Analysis (ABA) providers:
  • Supervision
  • Assessments
  • Parent training via telehealth

• Nevada Medicaid will not cover the following for ABA providers:
  • Direct one-on-one services by:
    • Registered Behavior Technician (RBT)
    • Board Certified Assistant Behavior Analyst (BCaBA)
    • Board Certified Behavior Analyst (BCBA)
Important Telehealth Information – Home Health Agencies

- Telehealth is allowable for the initial and recertification assessment to determine the recipient’s homebound status remotely or by record view.

- CMS is waiving the requirement in 42CFR §484.80(h), which requires a nurse to conduct an onsite visit every two weeks.

- CMS is temporarily suspending the 2-week aide supervision by a registered nurse for home health agency requirement at §484.40(h)(1), but virtual supervision is encouraged during the period of waiver.

- Providers must maintain visual sight of recipients when providing specific care or services.

- Telehealth via telephone is not allowed.

- Telehealth must be completed with both audio and visual modalities.
Important Telehealth Information – Hospice Care

- Telehealth is allowable for the initial assessment and recertification assessment.
- CMS is waiving the requirement for hospices to use volunteers including 5% patient care hours.
- Comprehensive Assessments time frames have been extended for updating the assessment from 15 to 21 days.
- Non-Core Services are waived, including the hospice requirement to provide:
  - Physical Therapy
  - Occupational Therapy
  - Speech Language Therapy
- CMS is waiving the requirements for a nurse to conduct an onsite supervisory visit for hospice aid supervision every two weeks.
- Providers must maintain visual sight of recipients when providing specific care or services.
- Telehealth via telephone is not allowed.
- Telehealth must be completed with both audio and visual modalities.
Important Telehealth Information – Pharmaceuticals

- Nevada Medicaid is allowing recipients to refill certain medications early to ensure they have an uninterrupted supply.
- Standard refill level for non-controlled substances is being reduced from 80% to 50%.
- Controlled substances will remain at 90%.
- Hydroxychloroquine and chloroquine prescriptions require a diagnosis code.
- Hydroxychloroquine and chloroquine will be covered only for Food and Drug Administration (FDA)-approved indications and for the treatment of COVID-19 when dispensed with guidance from the Nevada Board of Pharmacy.
Locate Telehealth Policy (Chapter 3400)
Locate Telehealth Policy

In order to access Telehealth policy:

1. Navigate to www.medicaid.nv.gov
2. Hover over “Quick Links” from the top blue toolbar
3. Click on “Medicaid Services Manual”
4. When on the Policy Page, scroll down and locate Chapter 3400

Note: Additional page will open and link to the Division of Health Care Financing and Policy website.

- 3400 Telehealth Services
Nevada Medicaid COVID-19 Page
In order to access Nevada Medicaid's COVID-19 Page:

1. Navigate to www.medicaid.nv.gov
2. Locate “Notifications” on the right hand side of the home page
3. Click on “Nevada Medicaid COVID-19”

Note: Additional page will open and link to the Division of Health Care Financing and Policy website and will contain information such as:
- Link to Nevada Health Response
- Link to COVID-19 Data Dashboard
- Prevention Tips
- Information for Recipients
- Information for Providers
- Nevada Links
- Federal Resources Links
In order to access the Nevada Department of Health and Human Services (DHHS) and the Governor's Office Nevada Health Response webpage:

1. Navigate to [www.medicaid.nv.gov](http://www.medicaid.nv.gov)

2. Locate “Notifications” on the right hand side of the home page

3. Click on “Nevada Health Response”

Note: Additional page will open and link to information and resources pertaining to the current status of the Coronavirus (COVID-19) and its impact within the state of Nevada.
Resources
Resources

Nevada Medicaid: www.medicaid.nv.gov

Division of Health Care Financing and Policy: www.dhcfp.nv.gov


Centers for Disease Control and Prevention: www.cdc.gov

Web Announcements: www.medicaid.nv.gov/providers/newsannounce/default.aspx


Telehealth Medicaid Policy: http://dhcfp.nv.gov/Resources/AdminSupport/Manuals/MSM/C3400/Chapter3400/

DHCFP COVID-19 Page: http://dhcfp.nv.gov/covid19/
Resources, continued


Telehealth Resource Center: https://www.telehealthresourcecenter.org/who-your-trc/

National Frontier and Rural Telehealth (NFARtec) Education Center: https://www.nfartec.org/technology-based-supervision-guidelines/

Division of Health Care Financing and Policy FAQ’s:
http://dhcfp.nv.gov/uploadedFiles/dhcfpnvgov/content/Pgms/CPT/COVID-19/Provider%20FAQs%20(V2)_03182020_ADA(1).pdf
Contact Information

Nevada Medicaid Prior Authorization: 800-525-2395

Nevada Medicaid Contact Center: 877-638-3472

Nevada Provider Training: NevadaProviderTraining@dxc.com

DHCFP Technical Assistance: dhcfp@dhcfp.nv.gov and title email as “Telehealth Technical Assistance”

OptumRx:
- Clinical Call Center (Prior Authorization Requests): 855-455-3311
- Technical Call Center (Pharmacy Help Desk): 866-244-8554
Thank you