

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



Nevada Medicaid Provider Training

2020

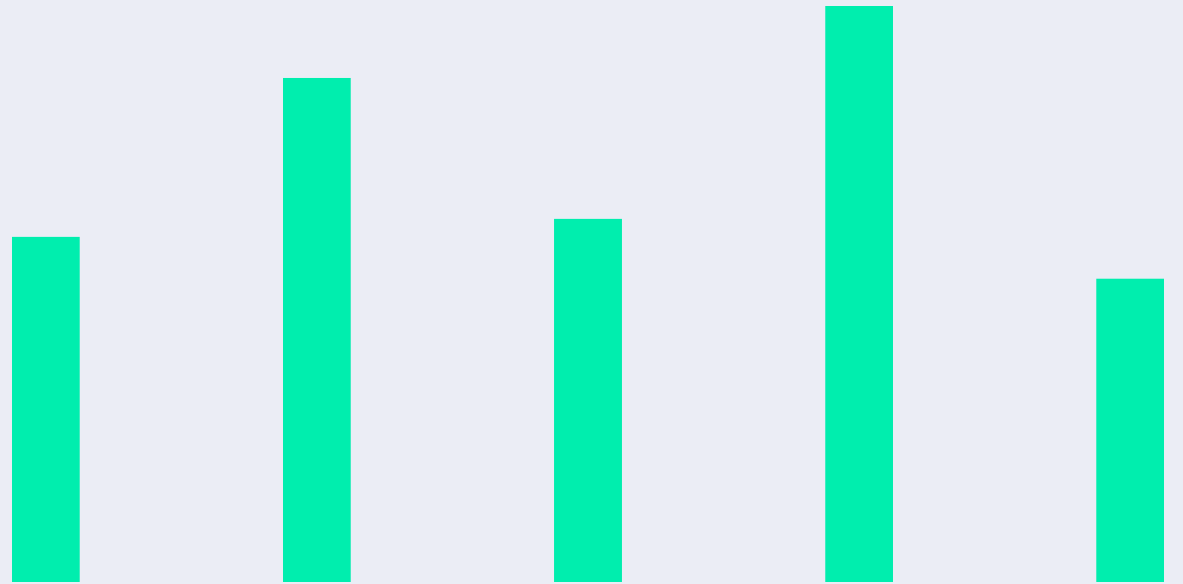
Objectives



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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

Web Announcements regarding COVID-19



Reviewing Important Web Announcements

Nevada Department of Health and Human Services
Division of Health Care Financing and Policy

Providers ▾ EVS ▾ Pharmacy ▾ Prior Authorization ▾

Announcements Latest News

[Web Announcement 2180](#)
Attention All Providers: Out-of-State Providers Enrolling to Provide Services for Novel Coronavirus (COVID-19) Pandemic

[Web Announcement 2179](#)
Medicaid Management Information System Updated with NCCI Quarter 2 2020 Files

[Web Announcement 2178](#)
Attention All Providers: Guidelines for Billing Certain Conditions Originating in the Perinatal Period

[Web Announcement 2177](#)
Urgent Announcement Regarding Claims Suspending for Budget Relief

[Web Announcement 2176](#)
Authorization Removed from Magnetic Resonance Imaging (MRI) Codes 77046, 77047, 77048 and 77049

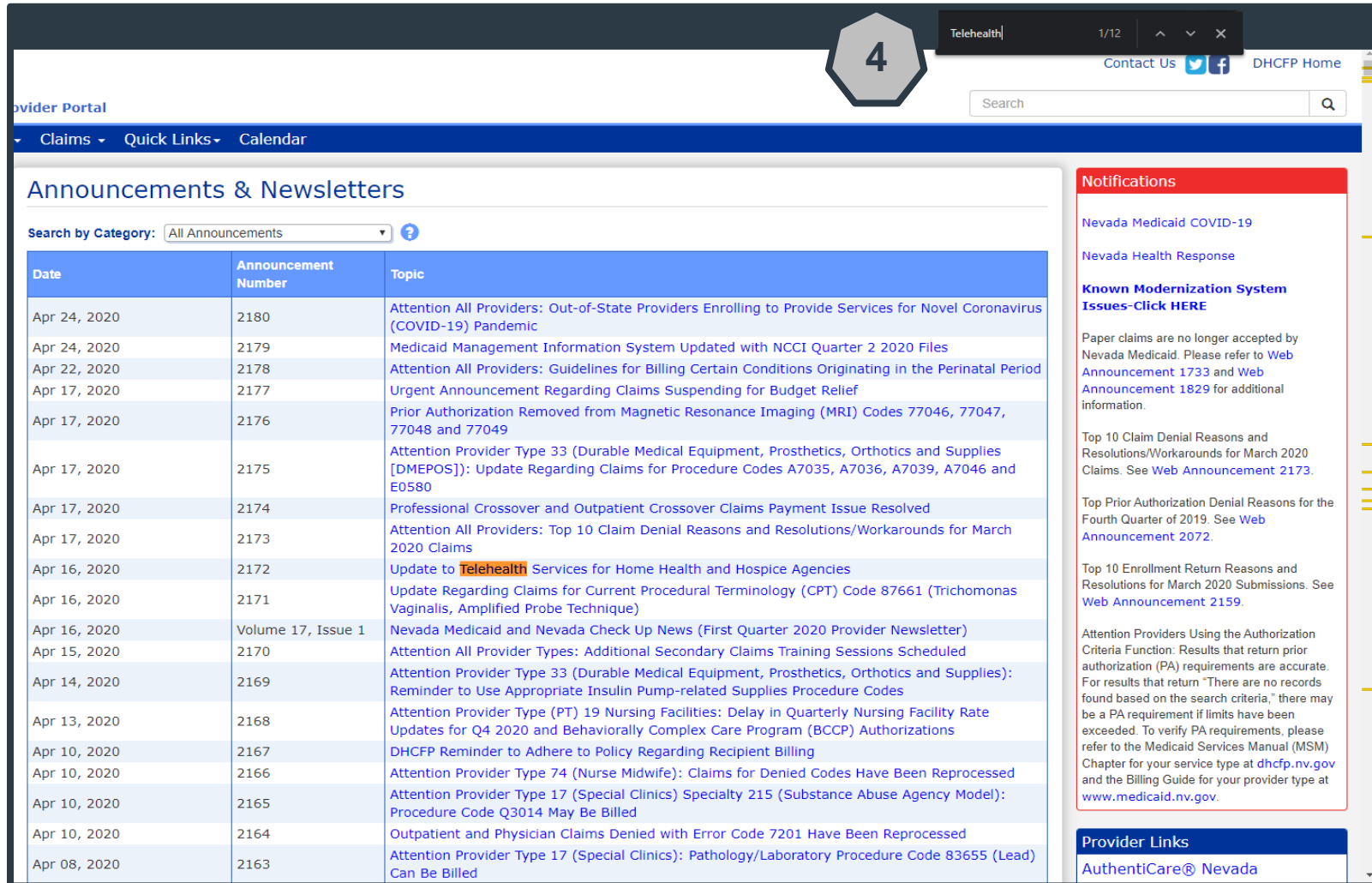
[View All Web Announcements](#)

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

1. Navigate to www.medicaid.nv.gov
2. Click on the link “View All Web Announcements”

[View All Web Announcements](#)

Reviewing Important Web Announcements, continued



The screenshot shows the Nevada Medicaid Provider Portal. At the top, there is a navigation bar with 'Claims', 'Quick Links', and 'Calendar'. Below this is the 'Announcements & Newsletters' section. A search bar is visible, and the word 'Telehealth' is entered. The search results are displayed in a table with columns for Date, Announcement Number, and Topic. The first row is highlighted in red, corresponding to the 'Telehealth' announcement. To the right of the table is a 'Notifications' sidebar with several items, including 'Nevada Medicaid COVID-19' and 'Nevada Health Response'. At the bottom of the sidebar is a 'Provider Links' section with 'AuthentiCare® Nevada'.

Date	Announcement Number	Topic
Apr 24, 2020	2180	Attention All Providers: Out-of-State Providers Enrolling to Provide Services for Novel Coronavirus (COVID-19) Pandemic
Apr 24, 2020	2179	Medicaid Management Information System Updated with NCCI Quarter 2 2020 Files
Apr 22, 2020	2178	Attention All Providers: Guidelines for Billing Certain Conditions Originating in the Perinatal Period
Apr 17, 2020	2177	Urgent Announcement Regarding Claims Suspending for Budget Relief
Apr 17, 2020	2176	Prior Authorization Removed from Magnetic Resonance Imaging (MRI) Codes 77046, 77047, 77048 and 77049
Apr 17, 2020	2175	Attention Provider Type 33 (Durable Medical Equipment, Prosthetics, Orthotics and Supplies [DMEPOS]): Update Regarding Claims for Procedure Codes A7035, A7036, A7039, A7046 and E0580
Apr 17, 2020	2174	Professional Crossover and Outpatient Crossover Claims Payment Issue Resolved
Apr 17, 2020	2173	Attention All Providers: Top 10 Claim Denial Reasons and Resolutions/Workarounds for March 2020 Claims
Apr 16, 2020	2172	Update to Telehealth Services for Home Health and Hospice Agencies
Apr 16, 2020	2171	Update Regarding Claims for Current Procedural Terminology (CPT) Code 87661 (Trichomonas Vaginalis, Amplified Probe Technique)
Apr 16, 2020	Volume 17, Issue 1	Nevada Medicaid and Nevada Check Up News (First Quarter 2020 Provider Newsletter)
Apr 15, 2020	2170	Attention All Provider Types: Additional Secondary Claims Training Sessions Scheduled
Apr 14, 2020	2169	Attention Provider Type 33 (Durable Medical Equipment, Prosthetics, Orthotics and Supplies): Reminder to Use Appropriate Insulin Pump-related Supplies Procedure Codes
Apr 13, 2020	2168	Attention Provider Type (PT) 19 Nursing Facilities: Delay in Quarterly Nursing Facility Rate Updates for Q4 2020 and Behaviorally Complex Care Program (BCCP) Authorizations
Apr 10, 2020	2167	DHCFP Reminder to Adhere to Policy Regarding Recipient Billing
Apr 10, 2020	2166	Attention Provider Type 74 (Nurse Midwife): Claims for Denied Codes Have Been Reprocessed
Apr 10, 2020	2165	Attention Provider Type 17 (Special Clinics) Specialty 215 (Substance Abuse Agency Model): Procedure Code Q3014 May Be Billed
Apr 10, 2020	2164	Outpatient and Physician Claims Denied with Error Code 7201 Have Been Reprocessed
Apr 08, 2020	2163	Attention Provider Type 17 (Special Clinics): Pathology/Laboratory Procedure Code 83655 (Lead) Can Be Billed

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.

Reviewing Important Web Announcements, continued

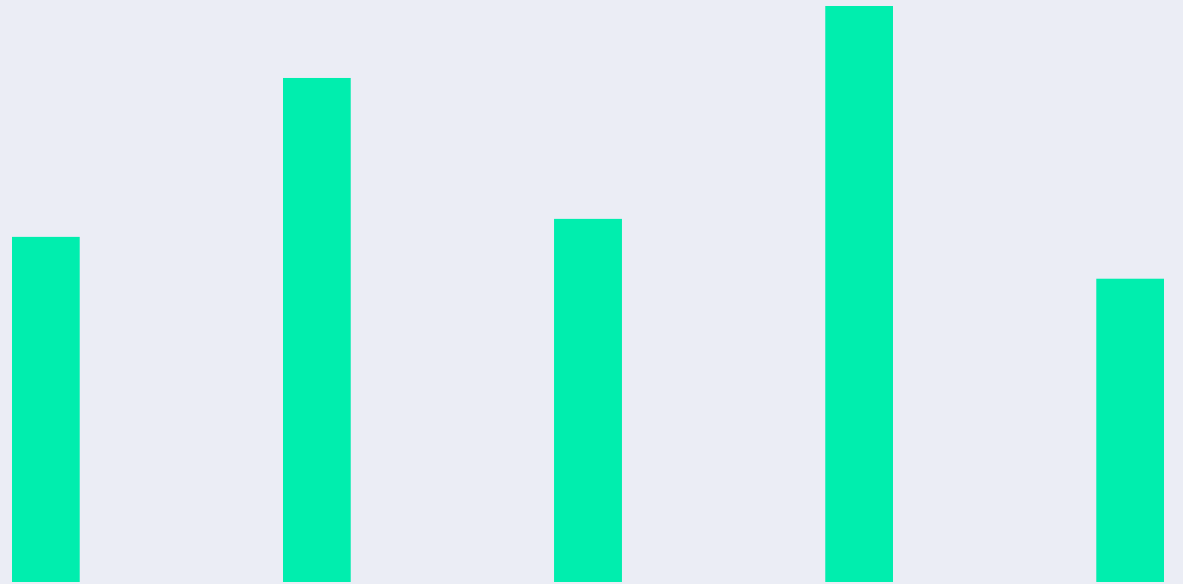
The screenshot shows a web interface titled "Announcements & Newsletters". A "Search by Category:" dropdown menu is open, displaying a list of categories. The "COVID-19" category is highlighted with a red box. The background shows a table with columns for "Date" and "Topic".

Date	Topic
Nov 17, 2020	New Electronic Verif
Nov 17, 2020	Reminder Regarding
Nov 17, 2020	Attention All Provide
Nov 16, 2020	Attention All Provide
Nov 16, 2020	2020 Claims
Nov 16, 2020	Medicaid Services M
Nov 13, 2020	Surgery Claims Bille
Nov 10, 2020	Attention All Nevada
Nov 10, 2020	November 24, 2020
Nov 10, 2020	Reminders Regarding
Nov 10, 2020	COVID-19 Billing Gu

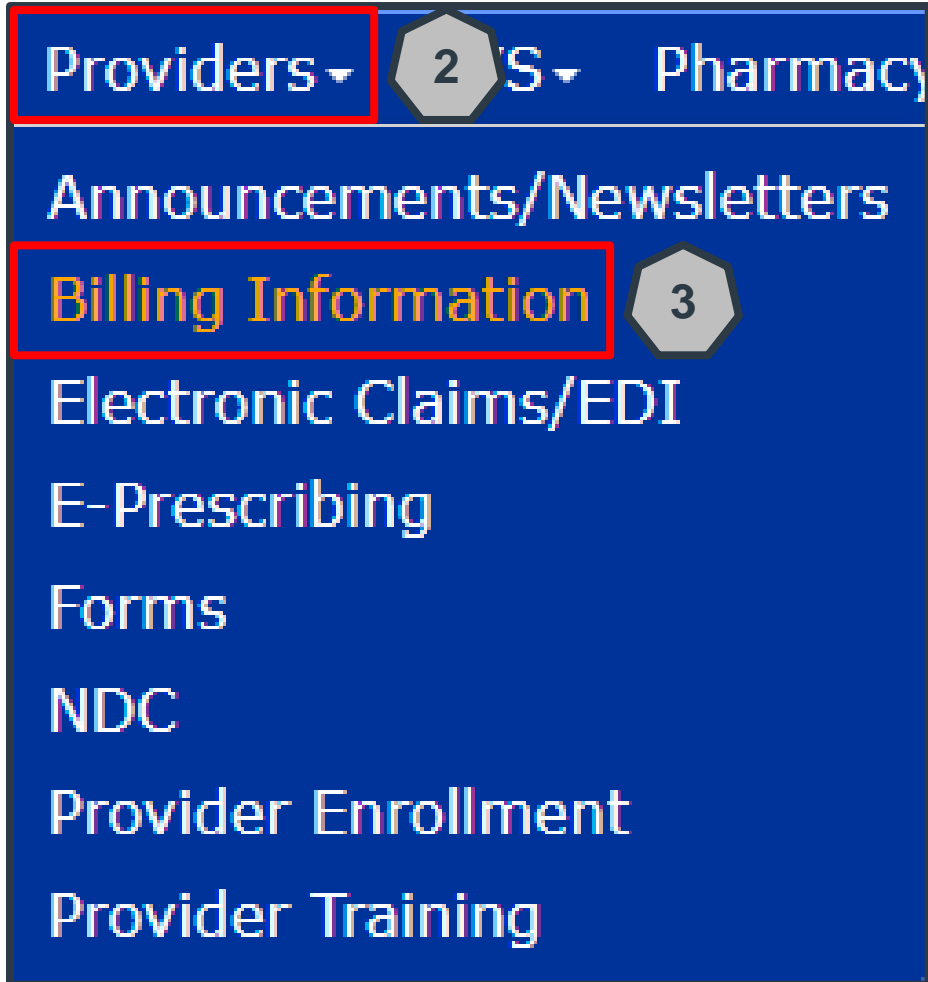
Another way to view only COVID-19 related web announcements is to locate the “Search by Category” drop down menu.

Once the menu is opened, select “COVID-19” from the drop down menu.

Locate Telehealth Billing Information



Locate Telehealth Billing Information



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”

Locate Telehealth Billing Information, continued


Billing Instructions (by Service Type)

Title	Last Update
Anesthesia	12/30/19
Preventive Services	12/20/18
Sterilization and Abortion Policy	03/10/20
Telehealth	11/15/18



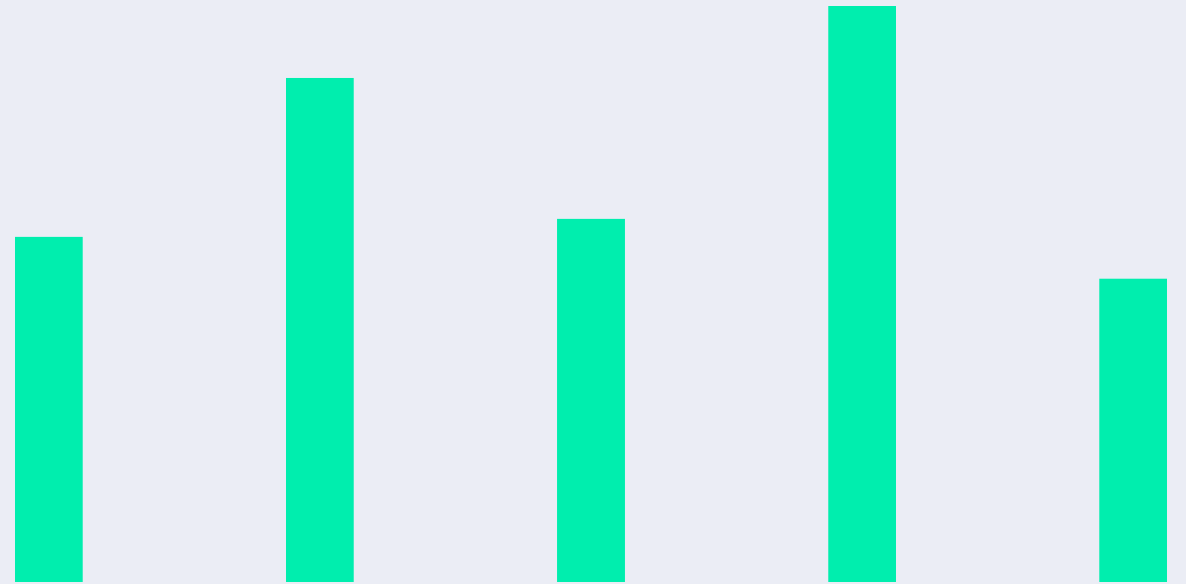
- 4. Scroll down to the bottom of the webpage.
- 5. Select “Telehealth” to open the Telehealth Billing Instructions.

Locate Telehealth Billing Information, continued

COVID-19 Billing Guides 	
Title	Last Update
COVID-19 General Billing Guide	11/06/2020
COVID-19 Community-Based Testing Billing Guide	11/06/2020

6. Users can also review the COVID-19 Billing Guides located on the same Billing Page

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.
- The distant and originating sites should **never** be the same provider.

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 – Behavioral Health Services

- Adaptive Behavior Treatment – Nevada Medicaid will cover the following:
 - Supervision
 - Assessments
 - Parent training via telehealth
 - One on one services for Adaptive Behavior Treatment are allowable via Telehealth as clinically appropriate.
 - Service cannot be rendered via telephonic only. Providers must maintain visual contact with the recipient.
- Psychosocial Rehabilitation (PSR) Services
 - This service will be permitted through traditional telehealth audiovisual communication for individuals under the age of 18. Service cannot be rendered via telephonic only. Providers must maintain visual contact with the recipient.

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.

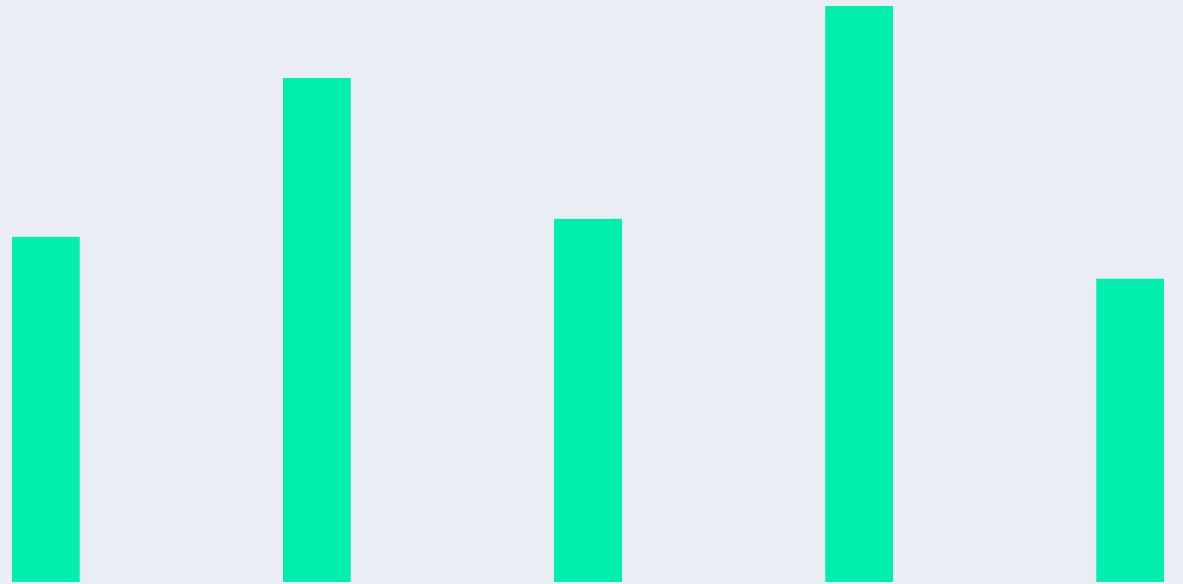
Important Telehealth Information – Hospice Care

- 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.

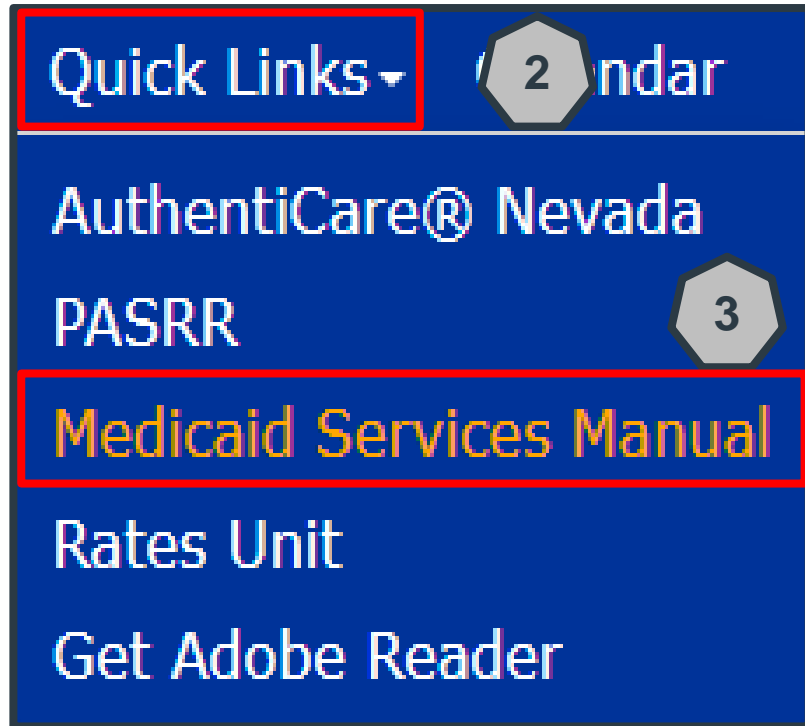
Important Telehealth Information – Pharmaceuticals

- 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.

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



Locate COVID-19 Webpage



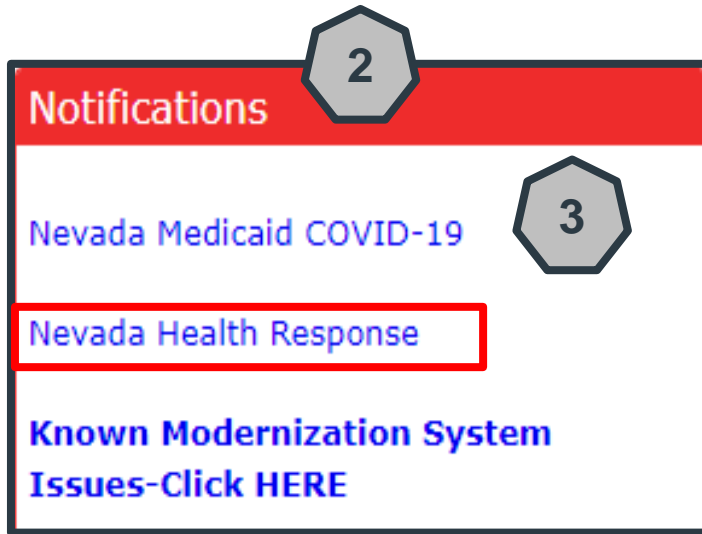
In order to access Nevada Medicaid's COVID-19 Page:

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

Nevada Health Response Webpage

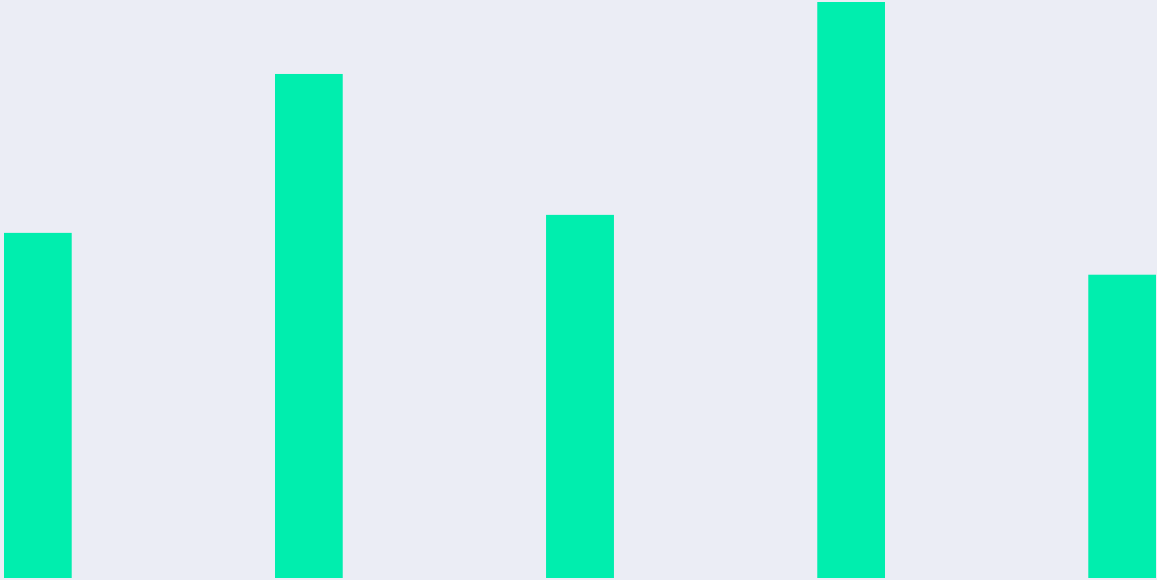


In order to access the Nevada Department of Health and Human Services (DHHS) and the Governor's Office Nevada Health Response webpage:

1. Navigate to www.medicaid.nv.gov
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 Medicare & Medicaid Services (CMS): www.cms.gov

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

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

Telehealth Billing Instructions: www.medicaid.nv.gov/Downloads/provider/NV_Billing_Telehealth.pdf

Telehealth Medicaid Policy:

<http://dhcfp.nv.gov/Resources/AdminSupport/Manuals/MSM/C3400/Chapter3400/>

DHCFP COVID-19 Page: <http://dhcfp.nv.gov/covid19/>

Resources, continued

Medicaid Telemedicine Resource: <https://www.medicaid.gov/medicaid/benefits/telemedicine/index.html>

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/dhcfpnv.gov/content/Pgms/CPT/COVID-19/Provider%20FAQs%20\(V2\)_03182020_ADA\(1\).pdf](http://dhcfp.nv.gov/uploadedFiles/dhcfpnv.gov/content/Pgms/CPT/COVID-19/Provider%20FAQs%20(V2)_03182020_ADA(1).pdf)

Contact Us



Contact Information

Nevada Medicaid Prior Authorization: 800-525-2395

Nevada Medicaid Contact Center: 877-638-3472

Nevada Provider Training: NevadaProviderTraining@gainwelltechnologies.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