



Department of Medical Assistance Services
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Richmond, Virginia 23219

<http://www.dmas.state.va.us>

MEDICAID MEMO

TO: All physicians, nurse practitioners, nurse midwives, clinical nurse specialists-psychiatric, clinical psychologists, clinical social workers, licensed professional counselors participating in the Virginia Medical Assistance Program, Managed Care Organizations providing services to Virginia Medicaid recipients and holders of the *Physician Manual*.

FROM: Patrick W. Finnerty, Director
Department of Medical Assistance Services

MEMO Special

DATE 6/10/2003

SUBJECT: Telemedicine Services

Physicians and other providers referenced above may utilize telemedicine for the delivery of some DMAS covered services effective July 1, 2003. Telemedicine is the real-time or near real-time exchange of information for diagnosing and treating medical conditions. Telemedicine is made possible through audio/video connections linking medical practitioners in one locality with medical practitioners in another locality. These telemedicine changes are not an expansion of DMAS covered services but are an option for the delivery of the covered services.

DMAS has had a telemedicine pilot project in place since 1995. The following are among the objectives DMAS has in recognizing telemedicine:

- improved recipient access to health care services;
- improved recipient compliance with treatment plans;
- medical services rendered at an earlier stage of disease, thereby improving long-term patient outcomes; and
- reduced DMAS costs for covered services such as hospitalizations and transportation.

DMAS considers telemedicine to have significant potential to address these objectives. Telemedicine can improve access to health care services, for example, by enabling the provision of medical specialty care in rural areas lacking such services.

A Fact Sheet on telemedicine is attached. The DMAS provider manuals for physician services and other affected services will include the telemedicine information in the near future. Please pass this information on to others who may be interested in Telemedicine.

Questions about telemedicine at DMAS can be directed to Vatelmed@dmass.state.va.us. Jeff Nelson, Policy Analyst Senior with the DMAS Division of Policy and Research, can also be contacted for questions at 804-371-8857.

COPIES OF MANUALS

DMAS publishes copies of its provider manuals and provider manual up-date transmittals on its website at www.dmass.state.va.us. The provider manuals and transmittals can be viewed on and printed from the website. The transmittals describe the updated materials and manual chapters and pages revised. For a list of updates, click on “up-date transmittals” in the “Provider Manuals” column. If you do not have access to the Internet, or would like a paper copy of a manual, you can order these by contacting Commonwealth-Martin at 804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates requested.

“HELPLINE”

The “HELPLINE” is available Monday through Friday from 8:30 a.m. to 4:30 p.m., except State holidays, to answer questions. The “HELPLINE” numbers are:

786-6273	Richmond area
1-800-552-8627	All other areas

Please remember that the “HELPLINE” is for provider use only.

Attachment (1)



COMMONWEALTH of VIRGINIA

Department of Medical Assistance Services

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FACT SHEET

TELEMEDICINE DEPARTMENT OF MEDICAL ASSISTANCE SERVICES

Effective July 1, 2003, DMAS will recognize the use of telemedicine for the delivery of some covered services. The information below applies to Medicaid recipients with fee-for-service or MEDALLION coverage. It also applies to children who have coverage under the Family Access to Medical Insurance Security Plan (FAMIS) who are not enrolled in a Managed Care Entity.

Telemedicine is the real-time or near real-time exchange of information for diagnosing and treating medical conditions. Telemedicine is made possible through audio/video connections linking medical practitioners in one locality with medical practitioners in another locality. DMAS is not changing its service coverage but is recognizing another means for delivering care through the use of telemedicine. DMAS has recognized telemedicine for service delivery through a pilot project since 1995.

Beginning July 1, 2003, the following types of providers enrolled with DMAS may utilize telemedicine for the delivery of some covered services: physicians, nurse practitioners, nurse midwives, clinical nurse specialists, clinical psychologists, clinical social workers, and licensed professional counselors. These types of providers may bill for the services described below utilizing telemedicine when the service rendered by the type of provider is covered by DMAS. All coverage described in the DMAS provider manuals for the above types of providers also applies when the service is delivered via telemedicine. This includes information about the claims processing by DMAS. Any federal or state laws or regulations apply here which prohibit any of these types of providers from participating in telemedicine.

The following DMAS covered Current Procedural Terminology (CPT) codes are recognized by DMAS for telemedicine. The services are rendered by providers at the "hub" site to the Medicaid recipient located at the distant or "spoke" site:

- CPT 99241-99275; consultations
- CPT 99201-99215; office visits
- CPT 90804-90809; individual psychotherapy
- CPT 90862; pharmacologic management

- CPT 57452, 57454, 57460; colposcopy
- CPT 76805, 76810; obstetric ultrasound
- CPT 76825; echocardiography, fetal
- CPT 93010; cardiography interpretation and report only
- CPT 99307, 99308, 99320, 99321, 99325; echocardiography

The CMS-1500 (12/90) is to be used to bill for covered telemedicine services, with the appropriate billing code entered in block 24D and “GT” entered as the modifier.

The distant or “spoke” site provider is where the Medicaid recipient is located for the telemedicine encounter. The recipient must be present for the encounter. Code Q3014 is to be billed for the spoke site service unless the hub provider determines a higher-level service listed above is medically necessary. The need for the higher-level service must be documented in the recipient’s medical record. Again, “GT” is to be entered as the modifier when billing. For DMAS covered physician services, a Registered Nurse under the supervision of a physician may attend the telemedicine encounter and assist the recipient. This service is billed using code Q3014. After reviewing the documentation for the encounter, the physician must sign and date the documentation and billing.

The telemedicine equipment and transmission speed must be technically sufficient to support the service billed to DMAS. Staff involved in the telemedicine encounter need to be trained in the use of the telemedicine equipment and competent in the operation of it. Patient records at the hub and spoke sites are to document the telemedicine encounter consistent with the service documentation described in Chapter II of the DMAS provider manuals

All telemedicine activities must comply with the requirements of the Health Insurance Portability and Accountability Act of 1996, as amended, and all other applicable state and federal laws and regulations.

Providers enrolled with DMAS and intending to bill telemedicine services must first notify DMAS. This is a one-time activity and needs to occur at least 10 days in advance of the telemedicine service date. The following information is to be provided:

- specific services to be billed;
- provider names and Medicaid provider numbers, including any information about multiple practitioner settings;
- specific geographic locations where telemedicine will be conducted;
- general description of telemedicine equipment and transmission;
- the name and title of the principal point of contact with e-mail and telephone number; and
- any other information to enhance the understanding of the telemedicine services to be billed.

This information and any questions can be e-mailed to DMAS at Vatemed@dmass.state.va.us. Jeff Nelson, Policy Analyst Senior with the DMAS Division of Policy and Research, can also be contacted for questions at 804-371-8857.