

Emergency Telehealth Policy Frequently Asked Questions (FAQs)



What is required regarding Telehealth documentation?

Services provided via Telehealth must follow the same documentation requirements as if the service was rendered face-to-face. The beneficiary must give either verbal or written consent to receive telehealth services and the provider must document this in the medical record. Please refer to the Division of Medicaid (DOM) Administrative Code Part 200: General Provider Information, Rule 1.3: Maintenance of Records found on DOM's public website <https://medicaid.ms.gov/wp-content/uploads/2014/01/Admin-Code-Part-200.pdf>.

How do I code Telehealth visits?

Providers should bill the appropriate code for services rendered as if rendered in person. All professional claims for services rendered using audio and visual telehealth components, should be billed with a GT modifier and place of service 02.

Is a real-time visual component necessary?

DOM's Emergency Administrative Code Filing for Part 225, Rule 1.7: Procedures during States of Emergency expands Telehealth services to include use of telephonic audio that does not include video. The full text for this emergency filing is found on DOM's public website <https://medicaid.ms.gov/providers/administrative-code/emergency-administrative-code-filings/>.

Will Rural Health Clinics (RHCS) and Federally Qualified Health Centers (FQHCs) receive an encounter rate payment for services rendered via Telehealth?

RHCs and FQHCs acting as a distant site provider will be reimbursed the fee-for-service rate associated with the codes billed for services rendered via Telehealth.

Can Occupational, Physical and Speech Therapy be rendered via Telehealth?

DOM's Emergency Telehealth Policy allows occupational, physical and speech therapists to render therapy services, as distant site providers, to established patients.

Can a personal cell phone be used for Telehealth services?

DOM's Emergency Administrative Code Filing for Part 225, Rule 1.7: Procedures during States of Emergency allows beneficiaries to use their personal telephonic land line, cellular device, computer, tablet, or other web-enabled device.