



***IHS/638 AHCCCS Telehealth
Training Manual***

0000



INTRODUCTION

- The Indian Health Service (IHS), 638 tribally-governed facilities, and the Arizona Health Care Cost Containment System (AHCCCS) are collaborating to strengthen the business model for telehealth in Arizona.
- Representatives from IHS/638s and AHCCCS have discussed opportunities for such improvements that will support IHS and tribal 638 facilities' commitments to telehealth in Arizona.
- These discussions have led to clarification of telehealth service provision and reimbursement that will significantly advance the implementation of telehealth services across Arizona.

WHAT IS TELEHEALTH?

Telehealth refers to:

- Telemedicine (Real-time clinical services)
- Telecommunication (Store-and-forward services)
- Distance Education
- Program planning/development

This Manual addresses issues related to Telemedicine and Telecommunication. It should be noted that Distance Education and Program planning/development are not discussed in this Manual and are not billable services.



CMS ADDRESSES TELEMEDICINE

The Centers for Medicare & Medicaid Services (CMS) has defined telemedicine as the use of medical information exchange from one site to another via electronic communications to improve a patient's health. Electronic communication means the use of interactive telecommunications equipment that includes, at a minimum, audio and video equipment permitting two-way, real time interactive communication between the patient, and the physician or practitioner at the distant site. Telemedicine is viewed as a cost-effective alternative to the more traditional face to face way of providing medical care (e.g., face to face consultations or examinations between provider and member) that states may choose to cover.

Reimbursement for Medicaid-covered services, including those with telemedicine applications, also must satisfy Federal requirements of efficiency, economy, and quality of care. With this in mind, states are encouraged to use the flexibility inherent in federal law to create innovative payment methodologies for services that incorporate telemedicine technology.

AHCCCS TELEHEALTH POLICY

AHCCCS covers medically necessary consultative and/or treatment telemedicine services for all eligible members within the limitations described in this Manual, when provided by an appropriate AHCCCS registered provider. With few exceptions, reimbursable consultations must be provided in real-time.

Definitions

Consulting provider (hub provider) means a licensed provider or clinical psychologist who provides an expert opinion to assist in the diagnosis or treatment of a member.

Hub site means the location of the telemedicine consulting provider which is considered the place of service.

Real-time means the interactive, two-way transfer of information and medical data, which occurs at two sites simultaneously: the hub and the spoke site.

Spoke site means the location where the member is receiving the telemedicine service.

Telecommunication technology, which includes store and forward, means the transfer of medical data from one site to another through the use of a camera, or other similar device, that records (stores) an image which is then sent (forwarded) via telecommunication to another site for teleconsultation. Services delivered using telecommunications technology, but not requiring the member to be present during the consultant's evaluation, are not considered "telemedicine".

AHCCCS TELEHEALTH POLICY, Continued

Telemedicine means the practice of health care delivery, diagnosis, consultation and treatment and the transfer of medical data through interactive audio, video, and data communications that occur in the physical presence of the patient.

Telepresenter means a trained, designated individual who is familiar with the member's case and has been asked to present the member's case at the time of telehealth service delivery, via real-time telemedicine or store-and-forward telecommunication, if the member's spoke site provider is not present. The telepresenter must be familiar with the member's medical condition in order to present the case accurately. Spoke services provided by a telepresenter are not reimbursable.

Non-Emergency Transportation to and from Telemedicine Services

Non-emergency transportation to and from the telehealth spoke site to receive a medically necessary consultation or treatment service is covered.

Prior Authorization

AHCCCS does not require prior authorization (PA) for medically necessary telehealth services performed by eligible fee-for-service (FFS) providers.

AHCCCS TELEHEALTH POLICY, Continued

AHCCCS-Covered Telemedicine Services

Services provided via telemedicine are billed by the consulting provider.

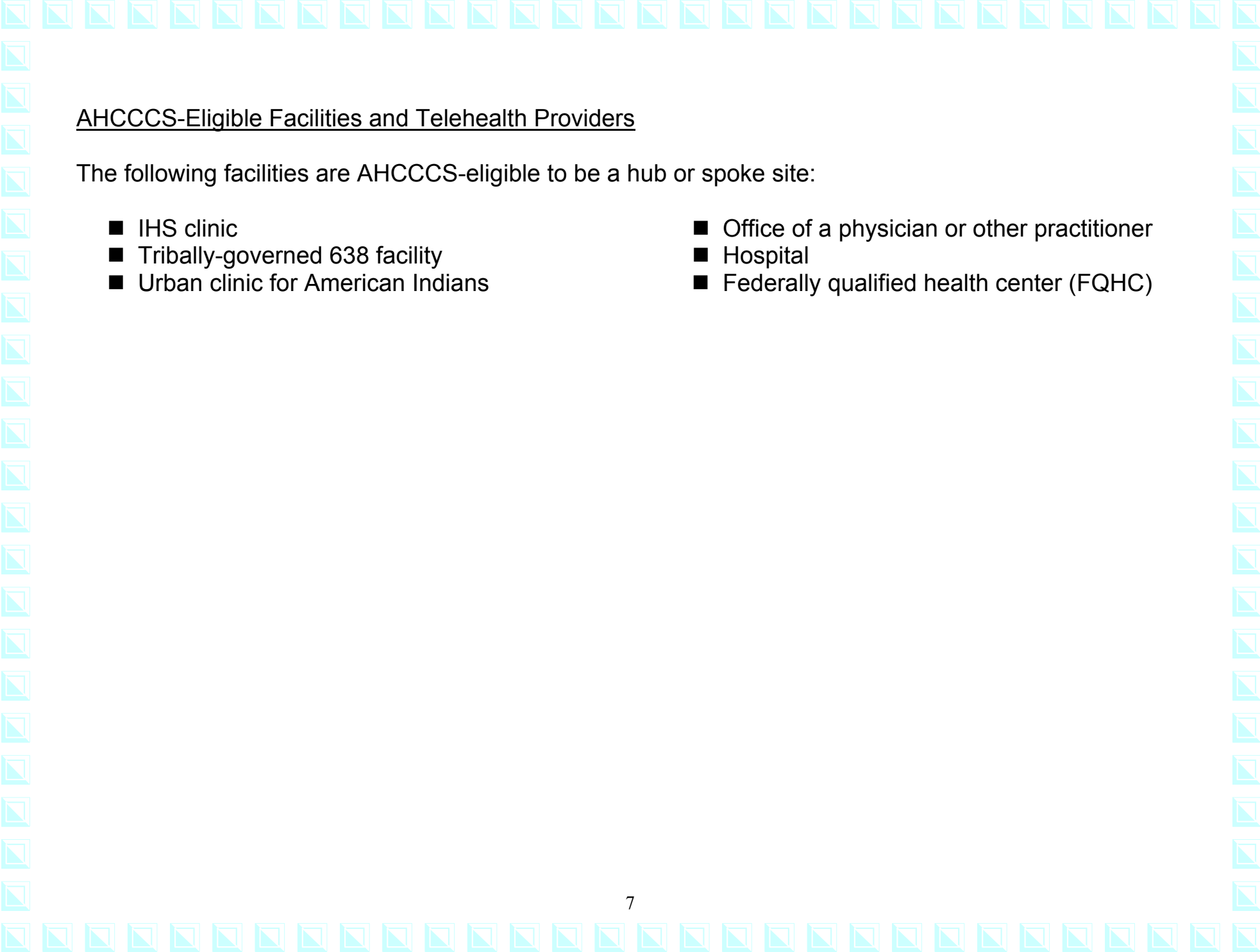
Services can be billed by the spoke provider if they are also providing a separate AHCCCS covered service. As an example, if the patient has an office visit with a clinician at the spoke end, and a telemedicine consult with a provider at the hub end is included in that visit, a claim may be submitted for the clinician office visit at the spoke end as well as for the consult at the hub end.

Services must be AHCCCS-covered in order to bill as telehealth, and the servicing providers must be registered with AHCCCS. AHCCCS-covered telehealth services include, but are-not-limited-to:

- Behavioral health
- Cardiology
- Dermatology
- Hematology/pathology
- Inpatient consultations
- Medical Nutrition Therapy (MNT)
- Office (adult and pediatric), outpatient, and surgery follow-up consultations
- Ophthalmology
- Pain management
- Pathology
- Pharmacy management
- Radiology

See Attachment A for listing of covered telehealth codes.

Note: Telemedicine HCPCS code “Q3014, telehealth originating site facility fee” is not an AHCCCS-covered service.



AHCCCS-Eligible Facilities and Telehealth Providers

The following facilities are AHCCCS-eligible to be a hub or spoke site:

- IHS clinic
- Tribally-governed 638 facility
- Urban clinic for American Indians
- Office of a physician or other practitioner
- Hospital
- Federally qualified health center (FQHC)

AHCCCS TELEHEALTH POLICY, Continued

Both the referring (spoke) and consulting (hub) providers must be registered with AHCCCS. Providers must be licensed to practice in the state or jurisdiction from which the service is provided, unless the provider bills through an IHS/638 facility.

The following provider types may bill for telehealth services (see AHCCCS Fee-for-Service Provider Manual for some limitations):

- Physician
- Registered nurse practitioner
- Physician assistant
- Certified nurse midwife
- Clinical psychologist
- Licensed clinical social worker
- Licensed marriage and family therapist
- Licensed professional counselor

Out-of-state providers may provide and bill for spoke and/or hub telehealth services. Out-of-state IHS/638 providers are paid the AIR rate; those who are not IHS/638 are paid the AHCCCS fee-for-service rate.

Medical Records Documentation

All services billed as telehealth must be documented in the member's medical records.

AHCCCS TELEHEALTH POLICY, Continued

Telehealth Reimbursement

AHCCCS reimburses telehealth services as follows:

- IHS/638 facility: All-Inclusive rate (AIR)
- Non-IHS/638 facility/provider: AHCCCS fee-for-service rates

Note: AHCCCS reimburses a maximum of three (3) AIR encounters per day.

Claims Submission

Only services codes listed in Attachment A can be billed as telehealth services. Additionally, providers should remember the following:

- **Always** code telehealth services according to industry-standard and correct coding methodologies.
- Although telehealth services provided by an IHS/638 facility are paid the AIR, AHCCCS requires that telehealth services be billed only for the codes listed in Attachment A.
- Only services listed in Attachment A with the TC and 26 modifier's can be split and billed as both a professional component and a technical component. For clinic facility services, the TC modifier is assumed to be the facility charge so the modifier is not required to be billed on the facility claim.



Claim Examples

(Samples only; see Attachment A for complete list of covered telehealth codes.)

Tele-Mental Health/Tele-Behavioral Health Consultations (Telemedicine Real-Time Only)

Spoke	Hub	Billing	Medical Records	Payment
Licensed therapist or other AHCCCS-eligible provider present with patient	Psychiatrist or other AHCCCS-eligible provider provides consultation	<ul style="list-style-type: none"> • Spoke submits UB-04 claim to AHCCCS with Revenue Code 051X, appropriate CPT/HCPCS code and modifier • Hub submits UB-04 claim to AHCCCS with Revenue Code 051X, appropriate CPT/HCPCS code, and modifier. 	<ul style="list-style-type: none"> • Spoke maintains documentation showing procedure code and appropriate modifier. • Hub maintains documentation showing procedure code and appropriate modifier. 	<ul style="list-style-type: none"> • Spoke is not reimbursed (unless also providing a billable clinical service) • Hub is reimbursed AIR if IHS/638, FFS if not.
Patient with telepresenter	Psychiatrist or other AHCCCS-eligible provider provides consultation	<ul style="list-style-type: none"> • Spoke does not bill. • Hub submits UB-04 claim to AHCCCS with Revenue Code 051X, appropriate CPT/HCPCS code, and modifier. 	<ul style="list-style-type: none"> • Spoke does not maintain documentation. • Hub maintains documentation showing procedure code and appropriate modifier. 	<ul style="list-style-type: none"> • Spoke is not reimbursed • Hub is reimbursed AIR if IHS/638, FFS if not.

Tele-Cardiology Consultations (Telemedicine Real-Time Only)

Spoke	Hub	Billing	Medical Records	Payment
<p>Provider present with patient</p>	<p>Cardiologist provides consultation</p>	<ul style="list-style-type: none"> • Spoke submits UB-04 claim to AHCCCS with Revenue Code 051X, appropriate CPT/HCPCS code, and modifier. • Hub submits UB-04 claim to AHCCCS with Revenue Code 051X, appropriate CPT/HCPCS code, and modifier. 	<ul style="list-style-type: none"> • Spoke maintains documentation showing procedure code, and appropriate modifier. • Hub maintains documentation showing procedure code and appropriate modifier. 	<ul style="list-style-type: none"> • Spoke is not reimbursed (unless also providing a billable clinical service) • Hub is reimbursed AIR rate if IHS/638, FFS if not.

Tele-Cardiology (EKG) (Telemedicine Real-Time or Telecommunication Store-and-Forward)

Spoke	Hub	Billing	Medical Records	Payment
Technician present with patient and takes EKG	Cardiologist interprets EKG	<ul style="list-style-type: none"> • Spoke submits UB-04 claim to AHCCCS with Revenue Code 051X, appropriate CPT/HCPCS code, and modifier. • Hub submits UB-04 claim to AHCCCS with Revenue Code 051X, appropriate CPT/HCPCS code, and modifier. 	<ul style="list-style-type: none"> • Spoke maintains documentation showing procedure code and appropriate modifier. • Hub maintains documentation showing procedure code and appropriate modifier. 	<ul style="list-style-type: none"> • Spoke is reimbursed AIR if IHS/638 for EKG procedure, FFS if not • Hub is reimbursed AIR if IHS/638, FFS if not.

Note: EKG procedure codes do not use the TC modifier for the technical component or the 26 modifier for the professional component. Instead, there are specific CPT codes to designate each of these types of services.

Tele-Cardiology (Home EKG) (Telemedicine Real-Time or Telecommunication Store-and-Forward)

Spoke	Hub	Billing	Medical Records	Payment
Patient at home with EKG device	Cardiologist interprets EKG	<ul style="list-style-type: none"> • Spoke does not bill. • Hub submits UB-04 claim to AHCCCS with Revenue Code 051X, appropriate CPT/HCPCS code, and modifier. 	<ul style="list-style-type: none"> • Spoke does not maintain documentation. • Hub maintains documentation showing procedure code and appropriate modifier. 	<ul style="list-style-type: none"> • Spoke is not reimbursed. • Hub is reimbursed AIR if IHS/638, FFS if not.

Note: EKG procedure codes do not use the TC modifier for the technical component or the 26 modifier for the professional component. Instead, there are specific CPT codes to designate each of these types of services.

Tele-Dermatology

(Telemedicine Real-Time or Telecommunication Store-and-Forward)

Spoke	Hub	Billing	Medical Records	Payment
Licensed AHCCCS-eligible provider present with patient	Dermatologist provides consultation	<ul style="list-style-type: none"> • Spoke submits UB-04 claim to AHCCCS with Revenue Code 051X, appropriate CPT/HCPCS code, and modifier. • Hub submits UB-04 claim to AHCCCS with Revenue Code 051X, appropriate CPT/HCPCS code, and modifier. 	<ul style="list-style-type: none"> • Spoke maintains documentation showing procedure code and appropriate modifier. • Hub maintains documentation showing procedure code and appropriate modifier. 	<ul style="list-style-type: none"> • Spoke is not reimbursed (unless also providing a billable clinical service) • Hub is reimbursed AIR if IHS/638, FFS if not.

Tele-Dermatology

(Telemedicine Real-Time or Telecommunication Store-and-Forward), continued

Patient with telepresenter	Dermatologist provides consultation	<ul style="list-style-type: none">• Spoke does not bill• Hub submits UB-04 claim to AHCCCS with Revenue Code 051X, appropriate CPT/HCPCS code and modifier.	<ul style="list-style-type: none">• Spoke does not maintain documentation.• Hub maintains documentation showing procedure code, and appropriate modifier.	<ul style="list-style-type: none">• Spoke is not reimbursed.• Hub is reimbursed AIR if IHS/638, FFS if not.
----------------------------	-------------------------------------	--	--	--

Tele-Hematology/Pathology (Telecommunication Store-and-Forward Only)

Spoke	Hub	Billing	Medical Records	Payment
<p>Technician present with patient, draws blood</p>	<p>Pathologist interprets test</p>	<ul style="list-style-type: none"> • Spoke submits UB-04 claim to AHCCCS with Revenue Code 051X, appropriate CPT/HCPCS code, and modifier. • Hub submits UB-04 claim to AHCCCS with Revenue Code 051X, appropriate CPT/HCPCS code, and modifier. 	<ul style="list-style-type: none"> • Spoke maintains documentation showing procedure code and appropriate modifier. • Hub maintains documentation showing procedure code and appropriate modifier. 	<ul style="list-style-type: none"> • Spoke is reimbursed for blood draw procedure: AIR if IHS/638, FFS if not • Hub is reimbursed AIR if IHS/638; FFS if not

Tele-Ophthalmology Consultations (Telemedicine Real-Time Only)

Spoke	Hub	Billing	Medical Records	Payment
Licensed AHCCCS-eligible provider present with patient	Ophthalmologist provides consultation	<ul style="list-style-type: none"> • Spoke submits UB-04 claim to AHCCCS with Revenue Code 051X, appropriate CPT/HCPCS code, and modifier. • Hub submits UB-04 claim to AHCCCS with Revenue Code 051X, appropriate CPT/HCPCS code and modifier. 	<ul style="list-style-type: none"> • Spoke maintains documentation showing procedure code and appropriate modifier. • Hub maintains documentation showing procedure code and appropriate modifier. 	<ul style="list-style-type: none"> • Spoke is not reimbursed (unless also providing a billable clinical service) • Hub is reimbursed AIR if IHS/638, FFS if not.

Tele-Ophthalmology Consultations (Telemedicine Real-Time Only), continued

<p>Patient with telepresenter</p>	<p>Ophthalmologist provides consultation</p>	<ul style="list-style-type: none"> • Spoke does not bill. • Hub submits UB-04 claim to AHCCCS with Revenue Code 051X, appropriate CPT/HCPCS code, and modifier. • 	<ul style="list-style-type: none"> • Spoke does not maintain documentation. • Hub maintains documentation showing procedure code and appropriate modifier. 	<ul style="list-style-type: none"> • Spoke is not reimbursed. • Hub is reimbursed AIR if IHS/638, FFS if not.
-----------------------------------	--	--	--	---

Tele-Ophthalmology/Retinal Screening (Telecommunication Store-and-Forward)

Spoke	Hub	Billing	Medical Records	Payment
<p>Technician present with patient, completes screening</p>	<p>Ophthalmologist provides interpretation</p>	<ul style="list-style-type: none"> • Spoke submits UB-04 claim to AHCCCS with Revenue Code 051X, appropriate CPT/HCPCS code, and modifier. • Hub submits UB-04 claim to AHCCCS with Revenue Code 051X, appropriate CPT/HCPCS code, and modifier. 	<ul style="list-style-type: none"> • Spoke maintains documentation showing procedure code and appropriate modifier. • Hub maintains documentation showing procedure code and appropriate modifier. 	<ul style="list-style-type: none"> • Spoke is not reimbursed (unless technical service is provided by an AHCCCS registered provider) • Hub is reimbursed AIR if IHS/638, FFS if not.

Tele-Pain Management (Telemedicine Real-Time Only)

Spoke	Hub	Billing	Medical Records	Payment
Licensed AHCCCS-eligible provider present with patient	Eligible provider provides consultation	<ul style="list-style-type: none"> • Spoke submits UB-04 claim to AHCCCS with Revenue Code 051X, appropriate CPT/HCPCS code and modifier. • Hub submits UB-04 claim to AHCCCS with Revenue Code 051X, appropriate CPT/HCPCS code, and modifier. 	<ul style="list-style-type: none"> • Spoke maintains documentation showing procedure code and appropriate modifier. • Hub maintains documentation showing procedure code and appropriate modifier. 	<ul style="list-style-type: none"> • Spoke is not reimbursed (unless also providing a billable clinical service) • Hub is reimbursed AIR if IHS/638, FFS if not.
Patient with telepresenter	Eligible provider provides consultation	<ul style="list-style-type: none"> • Spoke does not bill. • Hub submits UB-04 claim to AHCCCS with Revenue Code 051X, appropriate 	<ul style="list-style-type: none"> • Spoke does not maintain documentation. • Hub maintains documentation showing procedure code 	<ul style="list-style-type: none"> • Spoke is not reimbursed • Hub is reimbursed AIR rate if IHS/638, FFS if not

(Telemedicine Real-Time Only),
continued

		CPT/HCPCS code, and modifier.	and appropriate modifier.	
--	--	----------------------------------	------------------------------	--

Tele-Radiology (Telecommunication Store-and-Forward Only)

Spoke	Hub	Billing	Medical Records	Payment
Technician present with patient, takes X-ray	Radiologist interprets X-ray	<ul style="list-style-type: none"> • Spoke submits UB-04 claim to AHCCCS with Revenue Code 051X, appropriate CPT/HCPCS code and modifier. • Hub submits UB-04 claim to AHCCCS with Revenue code 051X and appropriate CPT/HCPCS code and modifier. 	<ul style="list-style-type: none"> • Spoke maintains documentation showing procedure code and appropriate modifier. • Hub maintains documentation showing procedure code and appropriate modifier. 	<ul style="list-style-type: none"> • Spoke is reimbursed for technical component - AIR if IHS/638; FFS if not • Hub is reimbursed AIR if IHS/638; FFS if not.

AHCCCS TECHNICAL ASSISTANCE

DFSM staff are available to provide on-site technical assistance regarding how to bill appropriately for telehealth services.

Please contact the following DFSM staff to schedule on-site visits:

- Becky Fields, 602-417-4411
- Albert Escobedo, 602-417-4562
- Kyra Westlake, 602-417-7532

