



# Telehealth Town Hall for Maine Healthcare Providers

**March 26, 2020**

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Commissioner  
Maine DHHS

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Senior Advisory, Delivery System Change  
DHHS Commissioner's Office

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Co-Director – MCD Public Health

# Today's Agenda

## **Welcome & Introductions**

Comm Lambrew intro + what ME is doing to engage health care providers  
Lisa L – DHHS commitment/efforts to promote telehealth  
Danielle – role of NETRC

## **Overview of Recent Changes in Telehealth Policy Landscape**

### **Federal -**

CMS/Medicare changes  
HIPAA waiver

### **Maine**

Gov's Exec Order – relaxing provider licensing regulations  
BOI Order – telehealth payment parity  
MaineCare rule changes – Michelle, Tom L, Dean B

## **NETRC Telehealth Implementation Resources - Danielle**

Technical Assistance, Office Hours, Training, etc.  
Other suggestions?

## **Q & A - All**

# Disclaimer and Acknowledgements

- Any information provided today is not to be regarded as legal advice.
- NETRC has no relevant financial interest, arrangement, or affiliation with any organizations related to commercial products or services discussed in this webinar.

## Acknowledgements:

Mei Kwong, CCHP

National Consortium of Telehealth Resource Centers

# About Us



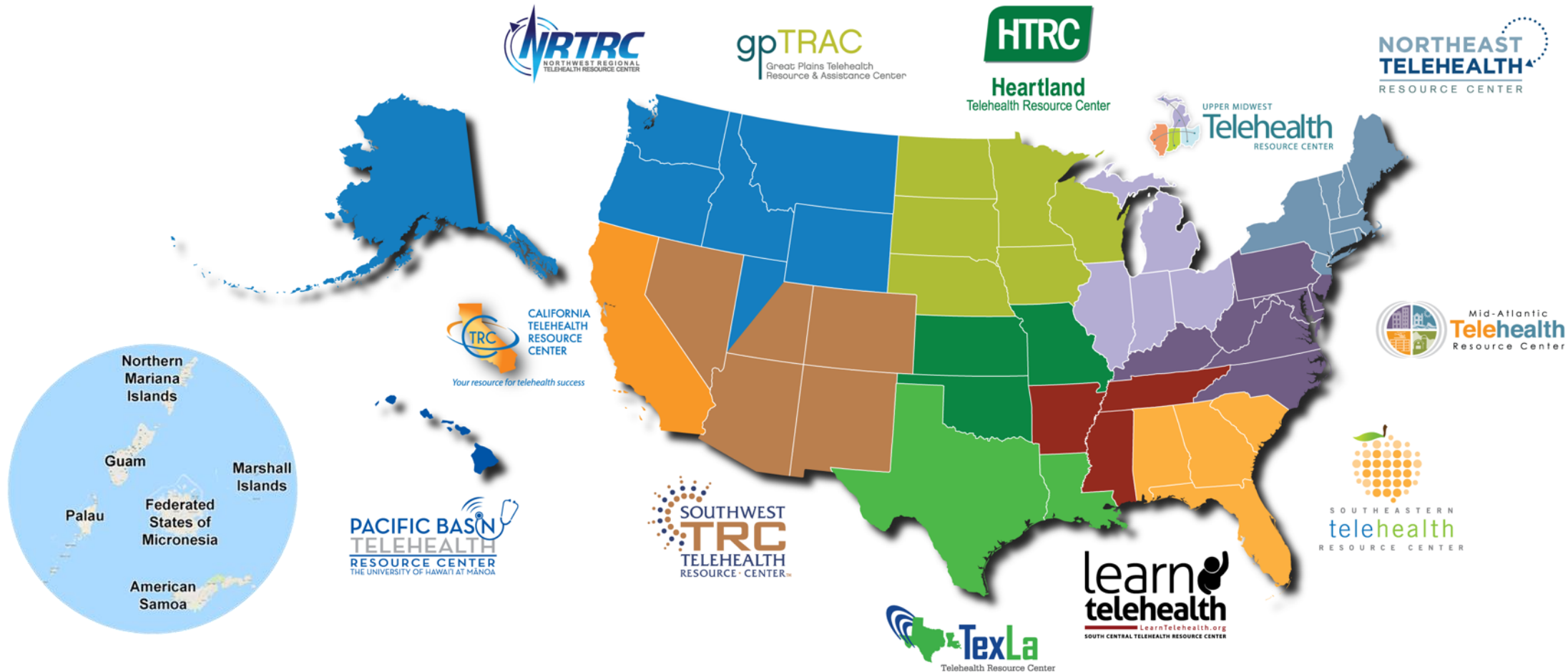
**MEDICAL CARE DEVELOPMENT, INC. (MCD)**  
Improving the health and wellbeing of people



THE  
**University of Vermont**  
MEDICAL CENTER



# TelehealthResourceCenters.org



2 National Resource Centers

12 Regional Resource Centers

# Key Policy Changes

## PROVIDER GUIDE: Telehealth Reimbursement Coverage in Maine During COVID-19

Key Policy Considerations	Medicare	MaineCare (Medicaid)	Private Payers
<b>NO geographic limitations for telehealth services</b> (e.g. service <i>not</i> limited to rural or non-Metropolitan Svc Area (MSA) location)	Yes	Yes	Yes
<b>Out of state providers allowed</b>	Yes ( <a href="#">1135 waiver</a> )	Yes ( <a href="#">Executive Order 3/20</a> )	Yes ( <a href="#">Executive Order 3/20</a> )
<b>Patient home is eligible “originating site”</b> (i.e. patient site)	Yes	Yes	Yes
<b>Other non-healthcare facilities</b> (e.g. schools, worksites, libraries, etc.) <b>are eligible originating/patient sites</b>	Yes	Yes	Yes
<b>Originating/patient sites</b> (other than patient’s home) <b>can bill facility fee</b>	Rural: Yes Urban/MSA/ home: No	Yes	No
<b>Prior existing relationship with patient NOT required</b>	No (HHS will not conduct audits)	Yes	Yes

# Key Policy Changes Continued...

Key Policy Considerations	Medicare	MaineCare (Medicaid)	Private Payers
Any provider type eligible to use telehealth, as long as practicing within scope (e.g. MD, DO, NP, APRN, PT, OT, LCSW, RD/LD, Genetic Counselors, etc.)	No ( <a href="#">Eligible Providers only</a> )	Yes	Yes
DEA-registered practitioners may issue prescriptions for controlled substances without requiring in-person medical evaluation	Yes ( <a href="#">See conditions</a> )	Yes	Yes
Any eligible member service can be provided via telehealth when medically necessary and appropriate	No ( <a href="#">Eligible Services only</a> )	Yes	Yes
Patient co-pays and out-of-pocket still apply unless waived by the payer/plan	Yes	Yes	Yes
Prior authorization NOT required for telehealth services, unless in-person service also requires prior authorization	Yes	Yes	Yes

# Key Policy Changes Continued...

Key Policy Considerations	Medicare	MaineCare (Medicaid)	Private Payers
<b>Providers can use all telehealth modalities to deliver services</b> (live video, store-and-forward, remote patient monitoring)	No	Yes	Yes
<b>Providers paid for telephone/audio only visits</b>	Yes ( <a href="#">technology based communications</a> )	Yes	Yes
<b>Providers can deliver services via technology-based communications that are not typically considered telehealth</b> – i.e. virtual check-ins, interprofessional internet consultations (eConsults), remote monitoring services (CCM, Complex CCM, TCM, Remote PM, PCM), online digital evals (see <a href="#">CCHP Telehealth Policies</a> for specific codes and criteria)	Yes	Yes (eConsults, remote monitoring, targeted case management, per emergency enactment of <a href="#">LD1974</a> on 3/18/2020)	Yes (eConsults - per emergency enactment of <a href="#">LD1974</a> on 3/18/2020)
<b>Patient consent is required, however verbal consent is acceptable</b> (i.e. written consent not required)	Yes	Yes	Yes



# Key Policy Changes Continued...

Key Policy Considerations	Medicare	MaineCare (Medicaid)	Private Payers
Non-HIPAA compliant technology solutions are acceptable to use for telehealth visits (e.g. Skype, FaceTime) – see <a href="#">OCR guidance</a> for additional detail	Yes	Yes	Yes
Personal devices, such as smartphones and tablets may be used to deliver telehealth services	Yes	Yes	Yes
Modifiers to be used for telehealth services:	POS 02	GT	95 or GT
Special Considerations for FQHCs and RHCs			
Federally Qualified Health Centers (FQHCs) and Rural Health Centers (RHCs) may serve as “distant” telehealth sites (i.e. provider location sites)	No <i>(Stay tuned)</i>	Yes	Yes
FQHCs and RHCs can utilize some technology-based communications, per 2019 Medicare expansion	Virtual Check-in: FQHCs/RHCs use G0071 (FFS rate)  Remote Monitoring Services: Chronic Care Management (CCM); Transitional Care Management (TCM)		



# NETRC Telehealth Office Hours

**Starting March 31!**

## Schedule

Tuesdays at 8am

Thursdays at Noon

Click the event above to join the session at the scheduled time (no RSVP is necessary)

## Content

Primary goals for Office Hours:

1. Help to keep you updated on policy changes at a state and federal level
2. Help you get started in telehealth as quickly as is possible
3. Answer questions about specific use cases

Telehealth  
Protocols &  
Workflows

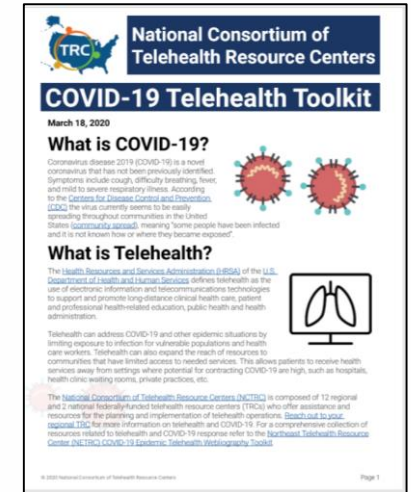
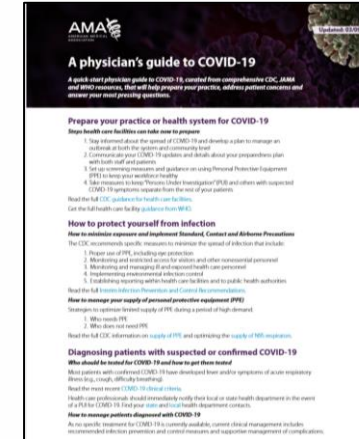
Policy, Legal  
and  
Regulatory  
Factors

Technology  
Assessment

Business and  
Strategic  
Planning

# Select Resources for COVID-19

- [MaineCare Telehealth and COVID-19 Fact Sheet](#)
- [NETRC Site & Telehealth Resource Library](#)
  - [Telehealth Coordinator eTraining](#), developed w/California TRC
  - [Northeast Telehealth Resource Center COVID-19 Toolkit](#)
- [National Telehealth Resource Center website](#)
  - [Telehealth and COVID-19 Toolkit](#)
  - [NCTRC Telehealth and COVID-19](#)
- [CMS General Provider Telehealth & Telemedicine Toolkit](#)
- [MATRC Telehealth Resources for COVID-19](#)
- [NRTRC Quick Start Guide to Telehealth](#)
- [AMA: A Physician's Guide to COVID-19](#)
- [Hooper, Lundy and Bookman: COVID-19 Resource Page](#)



# Policy and Reimbursement Resources

## **CMS/Medicare**

- [Medicare Telemedicine Health Care Provider Fact Sheet](#)
- [Medicare Learning Network \(MLN\) Booklet – 2020](#)
- [Medicare - Covered Telehealth Services CY2019 and CY 2020](#)

## **Office of Civil Rights**

- [FAQs on Telehealth and HIPAA during COVID-19 public health emergency](#)

## **DEA COVID-19 Information Page**

## **SAMHSA COVID-19 Page**

## **Center for Connected Health Policy**

- [Telehealth Coverage Policies in the Time of COVID-19](#)
- [COVID-19 Related State Actions](#)
- [Billing For Telehealth Encounters](#) – CCHP 2020 Guide on Fee-for-Service

## **Federation of State Medical Boards – Board by Board Review**

- [States Waiving Licensure Requirements During COVID-19](#)