

Telehealth Update for Providers Clarification to April 30, 2020 Communication

Molina is working diligently to assure that there is adequate access to care for all Molina members. We have waived all out of pocket expenses related to telehealth, which includes telephonic visits.

Molina encourages members to first seek care with their established physicians in person or through telehealth, but we also understand the challenges that may arise due to COVID-19. As such, Molina has contracted with Teladoc for all lines of business. Teladoc is a virtual urgent care group that members can seek services from should there be a time when their routine physician is not available to provide care. This is an additional option that you can refer Molina members to utilize if the need arises.

MEDICAID TELEHEALTH CLAIMS

Please remember that telehealth professional claims for Medicaid **require the GT modifier to be billed**. The GT modifier is used to indicate a service was rendered via synchronous telecommunication. The TS modifier can also be utilized, but only for face to face consultation. Telehealth professional claims also **require place of service 02 to be billed** alongside the GT modifier. POS 02 validates that the service is indeed for telehealth, without this place of service code, claims cannot be properly processed.

The complete policy bulletins may be found at:

https://www.michigan.gov/documents/mdhhs/MSA_20-09_683712_7.pdf

https://www.michigan.gov/documents/mdhhs/MSA_20-13_684352_7.pdf

PT/OT/ST

MDHHS has issued policy which is retroactively effective to March 1, 2020. This is a temporary change. This policy makes the following changes:

- Allows telemedicine for physical, speech and occupational therapy only when provided **with both audio and visual**. Audio only is not allowed for these services.
- All current PT, ST and OT requirements (standards of care, documentation requirements, etc.) remain in effect. All services received via telemedicine count toward any limits for these services.
- Policy includes a list of CPT/HCPCS codes related to PT, ST, OT that can be provided via telemedicine.
- Like other telemedicine services, these must be billed with POS 2 and the GT modifier.

The complete policy bulletin may be found at:

https://www.michigan.gov/documents/mdhhs/MSA_20-22-Telemedicine_689472_7.pdf

MEDICARE AND MARKETPLACE TELEHEALTH CLAIMS

For Medicare and Marketplace, please follow CMS billing guidelines.

Thank you for serving Molina members, especially during this critical time.

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