

TELEHEALTH (REMOTE SERVICE DELIVERY)

Remote support or telehealth includes real-time, two-way communication between the service provider and the member. Remote support is limited to check-ins (e.g. reminders, verbal cues, prompts) and consultations (e.g. counseling, problem solving) within the scope of service.

Remote support options include:

- Telephone
- Secure Video Conferencing

The keys to providing better care lies in making services available and ensuring members seek help when necessary. Remote support options are for the benefit of the member, rather than the benefit of the provider. The member's election to utilize remote support must enhance their integration into the community.

Examples of appropriate use of remote support include:

- Members with behavioral health conditions who are feeling stigmatized and, thus, avoiding seeking services in an effort to hide their conditions from others. Remote support will allow these members to receive services from the comfort of their own surroundings, reducing the stigma and increasing the chances they will seek services and stay engaged. Remote support alternatives will make ongoing care and follow-ups more convenient and easier to schedule for the member, likely increasing the number of appointments made, as well as the number of appointments kept.
- Members in the midst of a crisis situation or addiction relapse will be able to more easily reach out to 1915(i) service providers reducing risks associated with their conditions and the likelihood of needing a higher level of care.

SERVICE REQUIREMENTS

- be chosen by the member receiving services;
- not block the member's access to the community;
- not prohibit needed in-person services for the member;
- utilize a HIPAA compliant platform; and
 - For HIPAA compliance, visit [HIPAA flexibility for telehealth technology | Telehealth.HHS.gov](https://www.hhs.gov/telehealth/hipaa-compliance)
- prioritize the member's integration into their community.

DOCUMENTATION REQUIREMENTS

For each use, providers must document that the telehealth support option:

- was chosen by the member receiving services;
- did not block the member's access to the community;
- did not prohibit needed in-person services for the member;

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- utilized a HIPAA-compliant platform; and
 - for HIPAA compliance, visit [HIPAA flexibility for telehealth technology | Telehealth.HHS.gov](https://www.hhs.gov/telehealth/hipaa)
- prioritized the member's integration into the community.

NONCOVERED SERVICES

- Social exchanges between the member and the provider.
- Services where real-time, two-way communication does not occur (i.e., leaving a voicemail; electronic messaging (including texts and other methods of electronic messaging)).
- Use of Global Positioning System (GPS), Personal Emergency Response System (PERS), and video surveillance to provide remote check-ins or consultative supports.

BILLING & REIMBURSEMENT

PLACE OF SERVICE CODES (POS) AND MODIFIER

Services delivered via remote support or telehealth must use one of these place of service codes during claim submission:

- 02 – Telehealth provided other than in patient's home
- 10 – Telehealth provided in patient's home

Modifier 93 must be appended to any claim line where the service was delivered audio only without a face-to-face component.