



# WYOMING MEDICAID TELEHEALTH SERVICES COVID-19 EXCEPTIONS & UPDATES

# Wyoming Medicaid-Telehealth Services PHE Updates

- ❖ What's allowed to be billed via Telehealth?
  - ❖ How did this change during the PHE?
- ❖ Are there special codes?
- ❖ Are there any upcoming changes Wyoming Medicaid will be implementing with the PHE coming to an end?



# Wyoming Medicaid Telehealth Services

## ➤ Originating/Spoke Site

- Where the member is located
  - Home
  - Physician office
  - Public Health Office

## ➤ Distant/Hub site

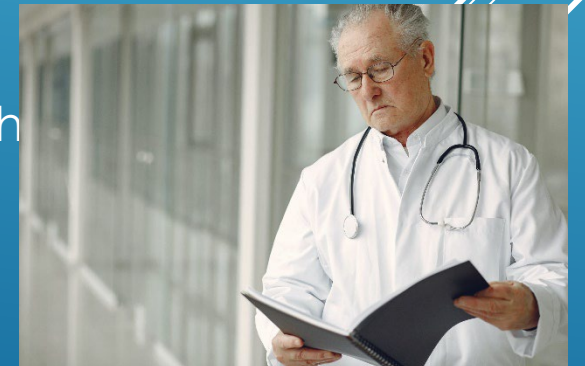
- Provider location

## ✓ Eligible providers:

- Physician
- Advanced Practice Nurse with specialty of Psychiatry/Mental Health
- Physician's Assistant
- Psychologist or Neuropsychologist
- Licensed Mental Health Professional (LCSW, LPC, LMFT, LAT)
- Board Certified Behavior Analyst
- Speech Therapist



An approved practitioner or provider is **NOT** required to be present with the client at the time of the visit if the client is utilizing area within a providers/practitioner's office.



# Wyoming Medicaid- Telehealth Requirements and Coding



- Billing requirements
  - ✓ Telehealth consent form
  - ✓ Service must be medically necessary and follow accepted standards of care
  - ✓ Service must be covered by Medicaid
  - ✓ **DOCUMENTATION!!!**

- Q3014- Telehealth Originating Site Facility Fee
  - To be billed by the facility “hosting” the client
  - CANNOT be billed if the client is using their own equipment for the visit



# Modifiers

- Modifiers 95 & GT
  - Used to indicate the billed service was completed via Telehealth
  - Should be used in conjunction with the appropriate procedure code
  - Does not affect the reimbursement rate

**Modifier GT is not an allowed outpatient modifier for claims processing through OPSS.**

## Place of Service

- Place of service 02-Telehealth should be used when billing
- Place of Service 10
  - Currently unassigned in the Wyoming Medicaid system
  - Will cause claim denials



# BILLING EXAMPLE # 1

Mary recently relocated to Cheyenne. She has an appointment with her primary care provider in Casper and it has been agreed to complete the visit via Telehealth. Mary does not have access to a device with audio and visual capabilities on her own, so she has gone to a local doctors office for the visit.

Originating (Spoke) Site Provider-Location of member:

Date of Service (24A)	Procedure code (24C)	Charges (24F)	Units (24G)
01/18/2023	Q3014	20.00	1

Distant (Hub) Site Provider-Location of Provider:

Date of Service (24A)	Procedure code (24C)	Charges (24F)	Units (24G)
01/18/2023	99214 GT	115.00	1



# BILLING EXAMPLE # 2

Lewis has an appointment with one of his specialist providers. He goes to his primary care physicians office for the visit where he uses a tablet to meet with his specialist who is with the same group just a different location.

Date of Service (24A)	Procedure code (24C)	Charges (24F)	Units (24G)
1/16/2023	Q3014	20.00	1
1/16/2023	99214 GT	115.00	1

Because the Hub and Spoke sites are provided by the same pay-to provider, the services can be billed on the same claim.



- ❖ Ensure notes clearly indicate why Telehealth was used over an in-person visit



# HELPFUL REMINDERS



- ✓ Wyoming Medicaid requires the use of both audio and visual service during the appointment
- ✓ Telehealth does not include a telephone conversation, email, or fax between a provider and a member, or a consultation between two health care practitioners asynchronous “store and forward” technology.
- ✓ If technical difficulties occur during the visit making assessment or diagnosis questionable, the appointment must be rescheduled
- ✓ Documentation must be maintained at the Hub and Spoke locations to substantiate the services provided.
- ✓ Documentation must indicate that the services were rendered via telehealth and must clearly identify the location of the Hub and Spoke Sites.
- ✓ When billing for the Originating Site facility fee, use procedure code Q3014. A separate or distinct progress note is not required to bill Q3014.
  - ✓ No modifier is required