

Telemedicine and Telehealth

Molina members may obtain Covered Services by Participating or Authorized Providers, through the use of Telemedicine and Telehealth services. Telemedicine and Telehealth are defined as the practice of health-care delivery by a provider who is located at a site (distant site) other than the site where the client is located (patient site). Telemedicine and Telehealth require the use of advanced telecommunications technology and are used for the purposes of evaluation, diagnosis, consultation, or treatment.

Only those services that involve direct face-to-face interactive video communication between the client and the distant-site provider constitute a telemedicine or telehealth service. Telephone conversations, chart reviews, electronic mail messages, and fax transmissions alone do not constitute a telemedicine or telehealth interactive video service and will not be reimbursed as telemedicine or telehealth services.

The audio and visual fidelity and clarity, and field of view of the telemedicine or telehealth service must be functionally equivalent to an evaluation performed on a client when the provider and client are both at the same physical location or the client is at an established medical site.

Use of telemedicine and telehealth services within Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF – IID) or State Supported Living Centers is subject to the policy established by the Department of State Health Services (DSHS) and the Texas Department of Aging and Disability Services (DADS) established policies.

The provider requesting the telemedicine service must maintain medical record documentation indicating the medical necessity for the service. The referring provider is responsible for contacting the distant-site provider and arranging for the telemedicine service. In the absence of a referring provider, the distant-site provider is responsible for arranging the telemedicine service.

More than one medically necessary telemedicine or telehealth service may be reimbursed for the same date and same place of service if the services are billed by provider of different specialties.

Providers may not disclose any medical information revealed by the client or discovered by the physician in connection with the treatment of the client via telemedicine without proper authorization from the patient.

Distant-Site

A distant-site is the location of the provider rendering the service. Preventive health visits under Texas Health Steps (THSteps) are not benefits if performed using Telemedicine medical services.

Patient-Site

Patient-site is where the client is physically located while the service is rendered. The patient-site must be one of the following:

- Established medical site – A location where clients will present to seek medical care. There must be a patient-site presenter and sufficient technology and medical equipment to allow for an adequate physical evaluation, as appropriate for the client's presenting complaint. A defined physician-client relationship is required. Telemedicine medical services provided at an established medical site may be used for all client visits, including initial evaluations to establish a defined physician-client relationship between a distant-site provider and a client.
- State mental health facility – A hospital with an inpatient component funded or operated by DSHS.
- State-supported living center – A state-supported and structured residential facility operated by DADS to provide individuals with intellectual and developmental disabilities a variety of services, including medical treatment, specialized therapy, and training in the acquisition of personal, social, and vocation skills, as defined in Health and Safety Code §431.002(17).

A client's private home is not considered an established medical site, except when the medical services provided in the home (including a group or institutional setting where the client is a resident) are limited to mental health services.

Claim Filing

Claims for telecommunication services must be submitted to Molina Healthcare in an approved electronic format or on the CMS-1500 paper claim form or the UB-04 CMS-1450 paper claim form.

Distant-Site providers submit claims for telehealth services using the appropriate CPT or HCPCS code for the professional service.

Patient-site providers are paid an originating site facility fee for telehealth services as described by HCPCS code Q3014

Authorizations

Prior authorization is not required to use telecommunications to perform a covered service; however, Molina Healthcare's authorization guidelines apply to the services rendered.