



December 2023

Provider Notification

Re: Telehealth and Billing Q3014

Dear Providers,

The Division of Healthcare Financing and Policy has provided the attached educational information and billing guidance regarding telehealth and billing Q3014 for Molina Healthcare of Nevada participating providers.

Thank you for your continued partnership.

Questions?

We're here to help. Contact your Provider Services Representative or email the Provider Services team at NVProviderRelations@MolinaHealthcare.com.

Sincerely,

Molina Healthcare of Nevada Provider Services

Joe Lombardo
Governor



Richard Whitley
Director

Telehealth and Billing Q3014

Division of Healthcare Financing and Policy

Heather Kretz, Management Analyst III

November 13, 2023



Department of Health and Human Services

Helping people. It's who we are and what we do.



Have a medical policy-related question?

Email Medical Programs

medicalprograms@dhsfp.nv.gov



What is Telehealth?

- Telehealth is the use of a telecommunications system instead of an in-person recipient encounter for professional consultations, office visits, office psychiatry services and a limited number of other medical services. Telehealth may be used by any Nevada Medicaid and Nevada Check Up provider working within their scope of practice to provide services that can be appropriately provided via telehealth.



Covered Telehealth Services

- Check MSM 3400 for covered and non-covered services that can be provided via telehealth.
- Check the NV Medicaid web announcements, as some services were only allowed during the public health emergency. (Ex: Web Announcement 3070).
 - Some web announcements include specific procedure codes that are allowable telehealth services (Ex: Web Announcement 3006).



Billing Telehealth

- There are two components in billing telehealth, distant and originating sites.
 - Distant Site – The site where the provider delivering services is located at the time the service is provided via a telecommunications system. The provider at the distant site must use the appropriate Place of Service (POS) code in addition to the appropriate modifier when billing for services provided via telehealth.
 - Originating Site – The location where an eligible Medicaid/Nevada Check Up recipient is at the time the service is provided via a telecommunications system.

Place of Service Codes	Description
02	Telehealth provided in a location other than in a recipient's home
10	Telehealth provided in a recipient's home

- The distant site may not also be the originating site.



Billing Q3014

- HCPCS Code Q3014
 - This is the facility fee for being the originating site for a telehealth visit.
 - Billed by the originating site, which is where the recipient is located (Ex: facility, hospital, etc.).
 - The originating site must be an enrolled NV Medicaid provider.
 - The distant site, where the rendering provider is located, must bill their service with the POS code 02.
 - Q3014 cannot be billed if telehealth is provided in a recipient's home (POS 10).
 - If the telecommunication system used is a recipient's smart phone or home computer, the facility fee may not be billed.
 - The distant site cannot bill both their service code and Q3014.
 - For a per diem/encounter-based provider, they would not bill Q3014 and the encounter code, as the facility fee is already included in the per diem/encounter rates.



Who can bill Q3014?

- In order to bill the Q3014 facility fee, an originating site must be enrolled as a Nevada Medicaid provider. Eligible sites include:

- Office of provider
- Critical Access Hospital (CAH)
- Rural Health Clinic (RHC)
- Federally Qualified Health Center (FQHC)
- Hospital
- End Stage Renal Disease (ESRD) Facility
- Skilled Nursing Facility (SNF)
- Community Mental Health Centers (CMHC)
- Indian Health Services/Tribal Organization/Urban Indian Organization
- School-Based Health Centers
- Schools
- Family Planning Clinics
- Public Health Clinics
- Comprehensive Outpatient Rehabilitation Facilities
- Community Health Clinics (State Health Division)
- Special Children's Clinics
- Human Immunodeficiency Virus (HIV) Clinics
- Therapy offices
- Chiropractic offices
- Emergency Medical Services (EMS) performing Community Paramedicine Services



Example

- Recipient is in a NV Medicaid enrolled facility (provider #1, originating site) and receives telehealth services from provider #2 (distant site).
- Provider #1 bills Q3014 for the date of service as a facility fee.
- Provider #2 bills their service code with the 02 POS code and appropriate modifier for the same date of service.

Provider #1 and #2 cannot be the same provider.



How is the state reviewing Q3014 for FWA?

- Data reports for providers billing Q3014 without a corresponding claim with the 02 POS code for the same recipient and date of service.
- Regular claims reviews
 - SUR would recoup Q3014 claims that did not have a corresponding claim with the 02 POS code for the same recipient and date of service.
 - For per diem/encounter-based providers, we would only recoup the Encounter Code (Ex: CCBHC – T1040) if there are no other valid services that were shadow billed under their Encounter Code in addition to Q3014.



Resources

- Medicaid Services Manual Chapter 3400 – Telehealth Services
- NV Medicaid Billing Guide and Web Announcements - www.medicaid.nv.gov
- Policy questions can be sent to medicalprograms@dncfp.nv.gov