

Extension of telehealth and telephonic visits

Amerigroup Community Care is continuing to monitor COVID-19 developments and the impact it has on our members and provider partners. You recently received a memo from the Division of TennCare on February 4, 2021, with an expiration date of June 30, 2021, for telehealth and telephonic services. The expiration date does not impact Amerigroup Community Care coverage of telehealth services. We are committed to helping our members gain timely access to care and services in a way that places the least burden on the healthcare system.

What does this mean to me?

Amerigroup will continue to cover telehealth and telephonic services without reduction to reimbursement. All claims billed for telehealth and telephonic visits should continue to be billed with the appropriate Evaluation and Management (E&M) code and place of service 02 (telehealth).

Listed below are two new laws regarding telehealth services for providers and telephonic services for behavioral health providers only:

- **Public Chapter 4 for telehealth services** expands access to telehealth by requiring a health insurance company to reimburse an originating site fee at a rate that has been established by the Centers for Medicare & Medicaid Services (CMS) prior to the effective date of the legislation. An originating site is simply the location where the patient is located, such as a doctor's office, for the purposes of telehealth. The patient must have been seen in person by the physician or health service provider's practice group within 16 months of the telemedicine visit to be covered under the measure. Public Chapter 4 also gives health insurance companies the ability to consider remote patient monitoring services as a covered medical service if covered by Medicare. Remote patient monitoring is the ability to share a patient's health information with a healthcare service provider via electronic means. All medical providers except for pain management clinics, chronic nonmalignant treatment, and veterinarians are included under the statute. The licensing boards for medical professionals will promulgate rules regarding the abilities to practice telehealth and telemedicine. Skilled therapists (physical therapy/speech therapy/occupational therapy/audiology) and behavioral health providers as well as alcohol and drug counselors are also included under Public Chapter 4.
- **Public Chapter 191 governs telephonic services for behavioral health providers only** and amends the definition of provider-based telemedicine to include HIPAA compliant audio-only conversations for the provision of behavioral health services when HIPAA compliant, real-time interactive audio-visual telecommunications, electronic technology, or store-and-forward telemedicine services are unavailable.

What if I need assistance?

If you have questions about this communication, received this fax in error or need assistance with any other item, please contact your local Provider Relations representative or call Provider Services at **800-454-3730**.

<https://provider.amerigroup.com/tn>

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