BlueCross BlueShield
of New Mexico

Telehealth Provider Training 2021

Blue Cross Community Centennial℠

Telemedicine

BCBSNM supports and encourages the use of telemedicine capabilities in order to improve access to and quality of care.

Please see the Telemedicine Quick Reference Guide located on the thumb drive.

Care When Your Patients Need It

Telemedicine

Providing your patients with convenient access to other health care professionals

Telehealth Definitions and Requirements

- Originating site = location of the eligible recipient (member/patient) at the time the service is being furnished via an interactive telehealth communications system.

- Distant site = location where the consulting telehealth provider is physically located at the time of the telemedicine service.

- Telehealth providers (including provider groups, facilities, agencies, or organizations) and health professionals providing telemedicine services must:
  - Ensure compliance with relevant legislation, regulations, and accreditation requirements for supporting patient/client decision-making and consent, including the confidentiality of the patient's protected health information.
  - Comply with all relevant safety laws, regulations, and codes for technology and technical safety, as well as those required by HIPAA's Security Rule and HITECH Act.

Telehealth Software & Hardware Requirements

Interactive telehealth communication system must include both interactive audio and video and be delivered on real-time basis at the originating and distant site. The software and hardware requirements include:

- Secure telehealth software – FaceTime® and Skype are *not* HIPAA-compliant*

- A computer or mobile device – providers should confirm which devices and operating systems are compatible with their telehealth software vendor

- A microphone – may be external or integrated into your device

- A camera – may be external or integrated into your device

- Internet connection – must be a wired connection or secure Wi-Fi

- Bandwidth - See recommended bandwidth for different types of health care providers at HealthIT.gov: https://www.healthit.gov/faq/what-recommended-bandwidth-different-types-health-care-providers

*A secure telehealth software is *not* required during the COVID-19 federal public health emergency.

What NM Medicaid Benefit Services are Covered Via Telemedicine

- All services are covered to the same extent the service and the provider are covered when not provided through telemedicine. Coverage for services rendered through telemedicine shall be determined in a manner consistent with Medicaid coverage for health care services provided through in-person consultation.

Originating Site Payment of Service

An originating site is any medically warranted site or location type.

- *Medicare*'s geographic restrictions for the locations and types of eligible originating sites do *not* apply to New Mexico Medicaid managed care.

BCBSNM Telehealth originating site facility fee is paid at the lesser of billed charges or the Medicaid fee schedule.

Originating site providers that utilize telemedicine services can bill Q3014 code.

To bill the Q3014 code:

- Member must participate in the telemedicine visit

- Member must receive the telemedicine services at a provider location *or* a location that includes a provider staff person accompanying the member.

- Distant provider must be at a separate location from the originating site.

Distant Site Payment of Service

Same rate as when services provided are furnished without use of telecommunication system. Procedure codes must be billed with the appropriate modifier GT, GQ, G0 (letter G and number zero) or 95.

- GT: Modifier used to indicate telehealth services; via interactive audio and video telecommunication systems

- GQ: Modifier used to indicate telehealth services; via asynchronous telecommunications system

- G0 (letter G and number zero): Telehealth services for diagnosis, evaluation, or treatment of symptoms of an acute stroke.

- 95: Synchronous Telemedicine Service Rendered Via a Real-Time Interactive Audio and Video Telecommunications System

COVID – 19 Exceptions During Emergency Period

- HSD is allowing some services to be provided via telephone (i.e. two-way *real time* audio). See appropriate HSD guidance (Letter of Directions to MCOs or Supplements) that identifies telephone codes and BH codes that can be provided via telephone, and how to bill for those services.

- The Office for Civil Rights (OCR) at the U.S Department of Health and Human Services (HHS) has waived potential penalties for HIPAA violations against health care providers that serve patients through everyday communication technologies during the COVID-19 nationwide public health emergency, including widely available communications applications such as FaceTime or Skype, when used in good faith for any telehealth treatment or diagnostic purpose, regardless of whether the telehealth service is directly related to COVID-19.