

The National Telehealth Webinar Series

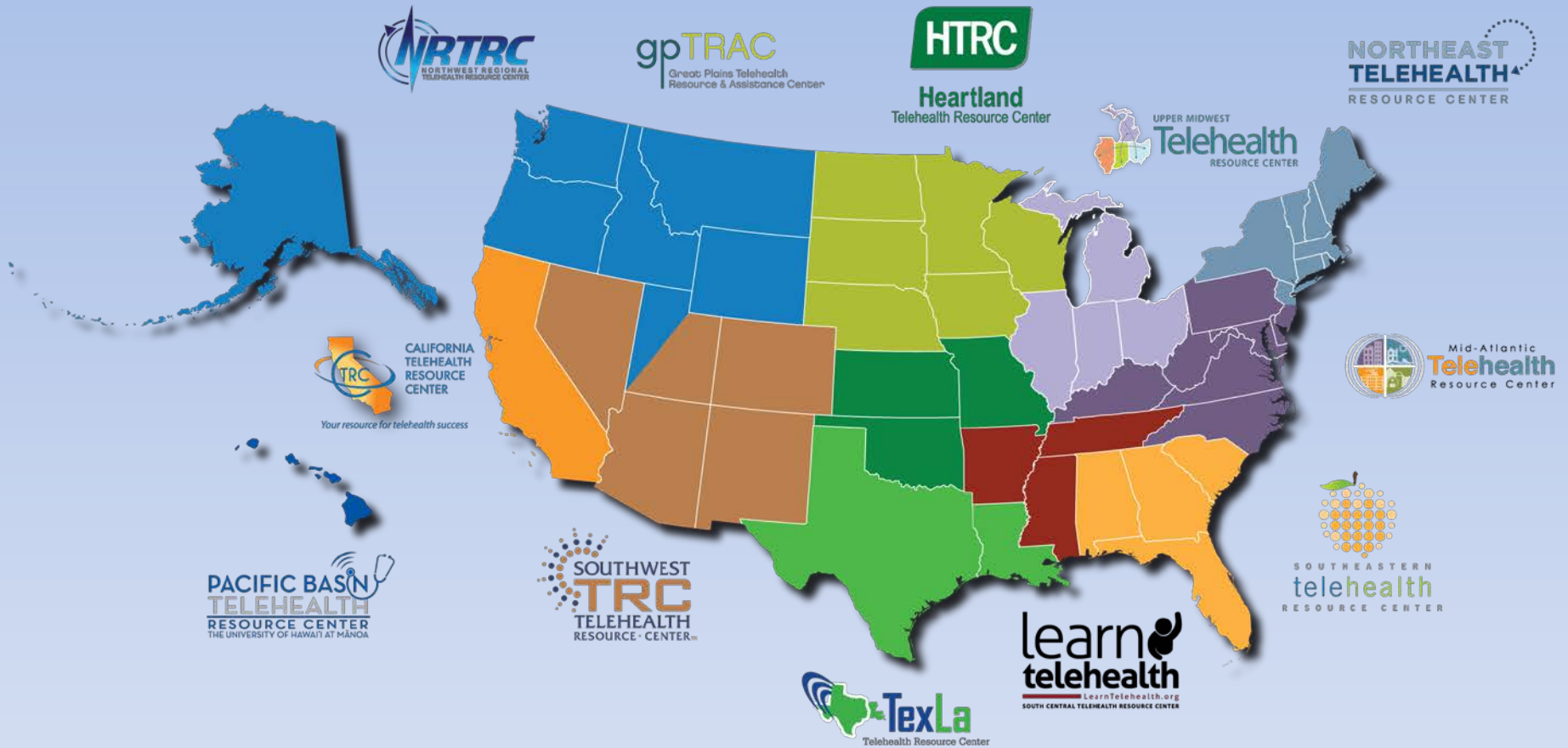
April 19, 2018



TELEHEALTH
RESOURCE CENTERS

Presented by
The National Consortium of
Telehealth Resource Centers

TelehealthResourceCenters.org





TTAC
TelehealthTechnology.org
National Telehealth Technology Assessment Resource Center



Center for
Connected
Health Policy
The National Telehealth Policy Resource Center

2 National Resource Centers

NRTRC	gpTRAC	NETRC
CTRC	HTRC	UMTRC
SWTRC	SCTRC	MATRC
PBTRC	TexLa	SETRC

12 Regional Resource Centers

Webinar Tips & Notes

- Your phone &/or computer microphone has been muted
- Time is reserved at the end for Q&A
- Please fill out the post-webinar survey
- Webinar is being recorded
- Recordings will be posted to our YouTube Channel
<https://www.youtube.com/channel/UCOzpvd1OZ221AWBSF3QK-yg>





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Public Sector Telehealth Reimbursement

“Beg Forgiveness or Ask Permission”

Don Graf

Objectives

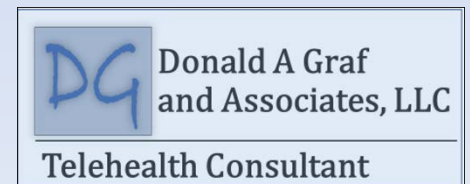
- **Understand the dynamic nature of Medicaid reimbursement**
- **Appreciate ways to maximize reimbursement for clinical services using Telehealth**
- **Discover how interpreting policies requires consideration of the hierarchy and impact that conflicting rules have in shaping reimbursement**



Background



Don Graf is a nationally recognized subject matter expert on telehealth. He has passionately supported telehealth expansion and reimbursement reform initiatives in Arizona and on the national stage for over twenty years. Don served on the American Medical Association Telehealth Coding Task Force, the National Quality Forum, Telehealth Quality Framework Committee and was recently inducted into the American Telemedicine Association College of Fellows. He is an agency member of the Arizona Telemedicine Council, a member of the New Mexico Telehealth Alliance, served as the National Telehealth Director for UnitedHealthcare and currently provides telehealth consulting services for provider, health system and payer community clients across the country.



Setting the Stage

Public, Private Sector Overview

Service Provider Categories

- Clinicians
- Health Systems
- Payers

Rule Categories

- Type of Service
- Place of Service
- Allowed Procedure
- Established Relationship



Public Sector Governance

Laws Regulations and Rules

- Statutory (Parity)
- Regulatory
 - Medicare
 - Medicaid – State regulated
 - VA
- Medical Board Rules

Impact hierarchy

- Established relationship vs on demand virtual visits



Coding 101

CPT Procedure Codes

- E&M (New and Established)

HCPC Codes

- Q3014 (Facility Fee)
- S9110 (Remote Monitoring)

Modifiers

- 95
- GT
- GQ

Place of Service

- 02 Telehealth

Type of Service

- Allowed Specialties
- Synchronous
- Asynchronous
- Remote Monitoring



Non Coding Rules

Medicaid - State Specific Rules

Place of Service Confusion

- Originating VS Distant Site
- Medicare Rule Change

Geographical Requirements

- Rural Designation
- Health Professional Shortage Area



Medicaid – Rule Validation

Resources

- Center for Connected Health Policy
- American Telemedicine Association

Update Frequency

Rule Interpretation

Rule hierarchy



Due Diligence

Ask Permission

- Test codes and modifiers with State specific correct coding criteria
- Validate claim adjudication rule updates with payers and Medicaid

Beg Forgiveness

- Retrospective Review

Advocate for Policy Reform

- Modifier
- POS



Don Graf

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Q&A





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The National Telehealth Webinar Series

3rd Thursday of every month

Next Webinar:

Telehealth Topic: Telebehavioral Health Models and Strategies for Rural Hospitals and Clinics

Presenter: Jonathan Neufeld, gpTRAC

Date: Thursday, May 17, 2018

Times: 9:00AM HST, 10:00AM AKST, 11:00AM PST, 12:00PM MST, 1:00PM CST, 2:00PM EST



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Your opinion of this webinar is valuable to us.

Please participate in this brief perception survey:

<https://www.surveymonkey.com/r/M7NL3F3>

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