



SALISH BH-ASO POLICIES AND PROCEDURES

Policy Name: TELEMEDICINE

Policy Number: CL208

Effective Date: 3/20/2020

Revision Dates:

Reviewed Date:

Executive Board Approval Dates: 7/17/2020

DEFINITIONS

Telemedicine - the delivery of health care services through the use of HIPAA compliant interactive audio and video technology, permitting real-time communication between the patient at the originating site and the provider, for the purpose of diagnosis consultation or treatment.

Telehealth - an umbrella term that includes telemedicine as well as other temporary policies, including technologies that may not be HIPAA compliant and may not be conducted through interactive audio-video exchange including other forms of telehealth such as, on-line digital exchange through a patient portal, telephone calls, Face-Time, Skype, or email.

POLICY

SBH-ASO accepts encounters and approves claims for medically necessary services through Telemedicine when the service is provided by a network provider within their scope of practice, for non-crisis behavioral health services, within Available Resources. A provider must be licensed in Washington State to provide and bill for telemedicine or telehealth services.

SBH-ASO temporarily accepts, for the duration of the COVID-19 Pandemic, encounters and approves claims for medically necessary services provided via other telehealth modalities, including non-HIPAA compliant real-time audio/video, audio only, email and patient portal, when the service is provided by a network provider within their scope of practice, for non-crisis behavioral health services, within Available Resources.

This SBH-ASO policy reinforces the HCA's current policies regarding telemedicine as defined in WAC 182-531-1730 and covers the new telehealth policies as provided through the HCA on-going publications and "FAQ" documents.

PROCEDURE

SBH-ASO will accept encounters in accordance with HCA Service Encounter Reporting Instructions (SERI) which includes service delivery via telemedicine modalities.

Modalities that are not eligible to be rendered via telemedicine include:

- Day Support
- Mental Health Clubhouse
- Mental Health Residential Treatment
- Substance Use Disorder Residential Treatment

SBH-ASO will accept encounters in accordance with Apple Health (Medicaid) clinical policy and billing for COVID-19 (Revised June 9, 2020).

SBH-ASO will reimburse for services delivered via telemedicine on par with face-to-face service delivery reimbursement rates.

SBH-ASO providers will continue to obtain consent for treatment from clients including for those individuals who are receiving treatment exclusively through telemedicine. For those instances, providers shall document in the individual's clinical record the means by which consent was obtained (e.g., verbal, email, mail). Providers shall follow-up verbal consents with written confirmation of consent immediately upon resuming in-person treatment modalities.

SBH-ASO will provide routine and timely updates to the Salish Provider Network on HCA Billing and Policy changes related to COVID-19.