

# North Carolina

**Medicaid Program:** North Carolina Medicaid

**Medicaid Program Administrator:** Dept. of Health and Human Services, Division of Medical Assistance

**Regional Telehealth Resource Center:**  
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STATE LAW/REGULATIONS	MEDICAID PROGRAM
<b>Definition of telemedicine/telehealth</b>	
<p>“Telemedicine is the use of two-way real-time interactive audio and video between places of lesser and greater medical capability or expertise to provide and support health care, when distance separates participants who are in different geographical locations.”</p> <p><i>Source: NC General Statute 130A-125</i></p>	<p>“Telemedicine is the use of two-way real-time interactive audio and video between places of lesser and greater medical capability or expertise to provide and support health care, when distance separates participants who are in different geographical locations.”</p> <p><i>Source: NC Div. of Medical Assistance, Medicaid and Health Choice Manual, Clinical Coverage Policy No: 1H, Telemedicine and Telepsychiatry, p. 3, Nov. 15, 2013.</i></p>
<b>Live Video Reimbursement</b>	
<p>The Commission is required to address follow up protocols to ensure early treatment for newborn infants diagnosed with congenital heart defects, to include telemedicine (live video).</p> <p><i>Source: NC General Statute 130A-125</i></p>	<p>North Carolina Medicaid will reimburse for live video medical services and tele-psychiatry services.</p> <p>Eligible medical providers:</p> <ul style="list-style-type: none"> <li>• Physicians;</li> <li>• Nurse practitioners;</li> <li>• Nurse midwives;</li> <li>• Physician's assistants.</li> </ul> <p><i>Source: NC Div. of Medical Assistance, Medicaid and Health Choice Manual, Clinical Coverage Policy No: 1H, Telemedicine and Telepsychiatry, p. 6, Nov. 15, 2013.</i></p> <p>Eligible tele-psychiatry providers:</p> <ul style="list-style-type: none"> <li>• Physicians;</li> <li>• Advanced practice psychiatric nurse practitioners;</li> <li>• Advanced practice psychiatric clinical nurse specialists;</li> <li>• Licensed psychologists Ph.D. level;</li> <li>• Licensed clinical social workers (LCSW);</li> <li>• Community diagnostic assessment agencies.</li> </ul> <p><i>Source: NC Div. of Medical Assistance, Medicaid and Health Choice Manual, Clinical Coverage Policy No: 1H, Telemedicine and Telepsychiatry, p. 6, Nov. 15, 2013.</i></p>

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	<p>All services must be:</p> <ul style="list-style-type: none"> <li>• Medically necessary;</li> <li>• The procedure, product, or service is individualized, specific, and consistent with symptoms or confirmed diagnosis of the illness or injury under treatment, and not in excess of the recipient's needs;</li> <li>• The procedure, product, or service can be safely furnished, and no equally effective and more conservative or less costly treatment is available statewide;</li> <li>• The procedure, product, or service is furnished in a manner not primarily intended for the convenience of the recipient, the recipient's caretaker, or the provider.</li> </ul> <p><i>Source: NC Div. of Medical Assistance, Medicaid and Health Choice Manual, Clinical Coverage Policy No: 1H, Telemedicine and Telepsychiatry, p. 3, Nov. 15, 2013.</i></p> <p>Providers must obtain prior approval from NC Medicaid for all services delivered via telemedicine and telepsychiatry. Providers must submit:</p> <ul style="list-style-type: none"> <li>• Prior approval request;</li> <li>• All health records and any other records to document that the patient has met the specific criteria for telemedicine services;</li> <li>• If the patient is under age 21, information supporting that all Medicaid Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) criteria are met, and evidence-based literature supporting the request, if available.</li> </ul> <p><i>Source: NC Div. of Medical Assistance, Medicaid and Health Choice Manual, Clinical Coverage Policy No: 1H, Telemedicine and Telepsychiatry, p. 5, Nov. 15, 2013.</i></p>
<b>Store and Forward Reimbursement</b>	
No reference found.	<p>North Carolina Medicaid will not reimburse for Store and Forward.</p> <p><i>Source: NC Div. of Medical Assistance, Medicaid and Health Choice Manual, Clinical Coverage Policy No: 1H, Telemedicine and Telepsychiatry, p. 7, Nov. 15, 2013.</i></p>
<b>Remote Patient Monitoring Reimbursement</b>	
No reference found.	No reference found.
<b>Email/Phone/FAX Restrictions</b>	
No reference found.	<p>No reimbursement for email. No reimbursement for telephone. No reimbursement FAX.</p> <p><i>Source: NC Div. of Medical Assistance, Medicaid and Health Choice Manual, Clinical Coverage Policy No: 1H, Telemedicine and Telepsychiatry, p. 7, Nov. 15, 2013.</i></p>

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<b>Online Prescribing</b>	
No reference found.	No reference found.
<b>Consent</b>	
No reference found.	No reference found.
<b>Location</b>	
No reference found.	<p>No reimbursement if:</p> <ul style="list-style-type: none"> <li>• The recipient is located in a jail, detention center, or prison;</li> <li>• The consulting provider is not a Medicaid-enrolled provider;</li> <li>• The consulting provider is not located in North Carolina or within the 40 miles radius.</li> </ul> <p><i>Source: NC Div. of Medical Assistance, Medicaid and Health Choice Manual, Clinical Coverage Policy No: 1H, Telemedicine and Telepsychiatry, p. 7, Nov. 15, 2013.</i></p>
<b>Cross-State Licensing</b>	
No reference found.	No reference found.
<b>Private Payers</b>	
No reference found.	No reference found.
<b>Site/Transmission Fee</b>	
No reference found.	<p>Originating-site provider facility fees paid to:</p> <ul style="list-style-type: none"> <li>• Physicians;</li> <li>• Nurse practitioners;</li> <li>• Nurse midwives;</li> <li>• Advanced practice psychiatric nurse practitioners;</li> <li>• Advanced practice psychiatric clinical nurse specialists;</li> <li>• Licensed psychologists (Ph.D. level);</li> <li>• Licensed clinical social workers (LCSW);</li> <li>• Physician's assistants;</li> <li>• Hospitals (inpatient or outpatient)</li> <li>• Federally Qualified Health Centers;</li> <li>• Rural Health Clinics;</li> <li>• Local health departments;</li> <li>• Local Management Entities.</li> </ul> <p><i>Source: NC Div. of Medical Assistance, Medicaid and Health Choice Manual, Clinical Coverage Policy No: 1H, Telemedicine and Telepsychiatry, p. 9, Nov. 15, 2013.</i></p> <p>No facility fees for distant-site providers.</p> <p><i>Source: NC Div. of Medical Assistance, Medicaid and Health Choice Manual, Clinical Coverage Policy No: 1H, Telemedicine and Telepsychiatry, p. 4, Nov. 15, 2013.</i></p>

STATE LAW/REGULATIONS	MEDICAID PROGRAM
<b>Miscellaneous</b>	
	<p>The Office of Rural Health and Community Care shall oversee and monitor the establishment of a statewide telepsychiatry program.</p> <p><i>Source: NC General Statutes Article 3, Ch. 143B, Sect. 12A.2B.(b)</i></p>

