

# Tennessee

**Medicaid Program:** TennCare

Note: TennCare is operated entirely as a managed care program.

**Medicaid Program Administrator:** Dept. of Human Services

**Regional Telehealth Resource Center:**

South Central Telehealth Resource Center

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STATE LAW/REGULATIONS	MEDICAID PROGRAM
<b>Definition of telemedicine/telehealth</b>	
<p>Telehealth means the use of real-time interactive audio, video or other telecommunications or electronic technology by a licensed healthcare provider to deliver a healthcare service to a patient within the scope of practice of the licensed healthcare provider at a site other than the site at which the patient is located; provided, however, telehealth does not include:</p> <ul style="list-style-type: none"> <li>• An audio-only conversation between a licensed healthcare provider and a patient;</li> <li>• An electronic mail message between a licensed healthcare provider and a patient; or</li> <li>• A facsimile transmission between a licensed healthcare provider and a patient.</li> </ul> <p><i>Source: TN Code Annotated, Title 56, Ch. 7, Part 10.</i></p>	<p>“Telehealth is the use of electronic information and telecommunication technologies to support clinical care between an individual with mental illness and/or substance abuse issues and a healthcare practitioner.”</p> <p>“Telehealth systems provide a live, interactive audio-video communication or videoconferencing connection between the individual in need of services and the crisis service delivery system.”</p> <p><i>Source: TN Dept. of Mental Health and Substance Abuse Svcs., p. 4, (July 2012).</i></p>
<b>Live Video Reimbursement</b>	
<p>Managed care organizations participating in the medical assistance program are required to provide coverage for telehealth under the same reimbursement policies that the plan permits for in-person encounters.</p> <p><i>Source: TN Code Annotated, Title 56, Ch. 7, Part 10.</i></p> <p>(also see Private Payer section)</p>	<p>TennCare will reimburse for live video for crisis-related services.</p> <p><i>Source: TN Dept. of Mental Health and Substance Abuse Svcs., p. 4, (July 2012).</i></p>
<b>Store and Forward Reimbursement</b>	
<p>The law defines telehealth as occurring in real-time, excluding store and forward from the definition.</p> <p><i>Source: TN Code Annotated, Title 56, Ch. 7, Part 10.</i></p>	<p>TennCare will not reimburse for store and forward based upon definition of “telehealth systems” which describes it as “live interactive video”,.</p> <p><i>Source: TN Dept. of Mental Health and Substance Abuse Svcs., p. 4, (July 2012).</i></p>
<b>Remote Patient Monitoring Reimbursement</b>	
<p>No reference found.</p>	<p>No reference found.</p>

STATE LAW/REGULATIONS	MEDICAID PROGRAM
<b>Email/Phone/FAX</b>	
No reference found.	No reference found.
<b>Online Prescribing</b>	
<p>Prior to online or telephone prescribing, providers must document and:</p> <ul style="list-style-type: none"> <li>• Perform an appropriate history and physical examination;</li> <li>• Make a diagnosis, consistent with good medical care;</li> <li>• Formulate a therapeutic plan and discuss it with the patient;</li> <li>• Ensure the availability for appropriate follow-up care.</li> </ul> <p><i>Source: TN Composite Rules &amp; Regulations 0880-02-.14.</i></p> <p>If otherwise authorized by law, a physician may prescribe by means of telemedicine, however with respect to controlled substances, the physician must comply with requirements and guidelines set out in state and federal law.</p> <p><i>Source: TN Bill SB 1223/HB 699 (2015).</i></p>	No reference found.
<b>Consent</b>	
No reference found.	<p>The patient must be informed and given an opportunity to request an in-person assessment before receiving a telehealth assessment.</p> <p>This consent must be documented in the patient's record.</p> <p><i>Source: TN Dept. of Mental Health and Substance Abuse Svcs., p. 8, (July 2012).</i></p>
<b>Location</b>	
No reference found.	No reference found.
<b>Cross-State Licensing</b>	
<p>Tennessee may issue telemedicine licenses to board-certified physicians from out of state.</p> <p><i>Source: TN Code Annotated Sec. 63-6-209(b).</i></p>	No reference found.
<b>Private Payers</b>	
<p>Health insurance carriers are required to provide coverage for telehealth services under the same reimbursement policies that the plan permits for in-person encounters.</p> <p><i>Source: TN Code Annotated, Title 56, Ch. 7, Part 10.</i></p>	No reference found.

STATE LAW/REGULATIONS	MEDICAID PROGRAM
<b>Site/Transmission Fee</b>	
No reference found.	No reference found.
<b>Miscellaneous</b>	

