

# Arizona

**Medicaid Program:** Arizona Health Care Cost Containment System (AHCCCS)

**Program Administrator:** Arizona Health Care Cost Containment System Administration

**Regional Telehealth Resource Center**

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| STATE LAW/REGULATIONS   | MEDICAID PROGRAM  |
|---|---|
| <b>Definition of telemedicine/telehealth</b>  |   |
| <p>Under Arizona Statute, Public Health &amp; Safety, "telemedicine means the practice of health care delivery, diagnosis, consultation and treatment and the transfer of medical data through interactive audio, video or data communications that occur in the physical presence of the patient, including audio or video communications sent to a health care provider for diagnostic or treatment consultation."</p> <p><i>Source: AZ Revised Statute Sec. 36-3601 (2012).</i></p> <p>Under State Administrative Code, Department of Insurance, Health Care Services Organizations Oversight, "telemedicine means diagnostic, consultation, and treatment services that occur in the physical presence of an enrollee on a real-time basis through interactive audio, video, or data communication."</p> <p><i>Source: AZ Admin. Code Sec. R20-6-1902 (2012).</i></p> <p>"Telemedicine means the interactive use of audio, video or other electronic media for the purpose of diagnosis, consultation or treatment. Does not include the sole use of an audio-only telephone, a video-only system, a facsimile machine, instant messages or electronic mail."</p> <p><i>Source: AZ SB 1353 (2013).</i></p> <p>Under the Board of Behavioral health, "telepractice" means providing behavioral health services through interactive audio, video or electronic communication that occurs between the behavioral health professional and the client, including any electronic communication for evaluation, diagnosis and treatment, including distance counseling, in a secure platform, and that meets the requirements of telemedicine pursuant to section 36-3602.</p> | <p>Service delivery via telemedicine can be in one of two models: <i>Real time</i> means the interactive, two-way transfer of information and medical data, which occurs at two sites simultaneously: the hub site and spoke site ... Diagnostic, consultation and treatment services are delivered through interactive, audio, video and/or communication. <i>Store-and-forward</i> means transferring medical data from one site to another through the use of a camera or similar device that records (stores) an image that is sent (forwarded) via telecommunication to another site for consultation.</p> <p><i>Source: AZ Health Care Cost Containment System, AHCCCS Fee-For-Service Provider Manual, Ch. 10: Professional and Technical Services, p. 38 (10-38), (12/21/15). (Accessed Mar. 2016).</i></p> <p>Telemedicine is "the practice of health care delivery, diagnosis, consultation and treatment and the transfer of medical data between the originating and distant sites through real time interactive audio, video or data communications that occur in the physical presence of the member."</p> <p>Telehealth is "the use of telecommunications and information technology to provide access to health assessment, diagnosis, intervention, consultation, supervision and information across distance."</p> <p><i>Source: AZ Health Care Cost Containment System, AHCCCS Medical Policy for AHCCCS Covered Services, Ch. 300, p. 182 (320-21). Oct. 2015. (Accessed Mar. 2016).</i></p> <p>Telemedicine means the practice of health care delivery, diagnosis, consultation, and treatment and the transfer of medical data through interactive audio, video, and data communications that occur in the physical presence of the patient.</p> <p><i>Source: AZ Health Care Cost Containment System Telehealth Policy. Mar. 2015. (Accessed Mar. 2016).</i></p> |

| STATE LAW/REGULATIONS   | MEDICAID PROGRAM  |
|---|---|
| <p>NOTE: Rules regarding the use of telepractice will be adopted beginning Nov. 1, 2015.</p> <p><i>Source: AZ Revised Statute Sec. 32-3251(15) (2015).</i></p>  |   |
| <b>Live Video Reimbursement</b>   |   |
| <p>Health Care Service Organizations (HCSO) are allowed, but not mandated, to provide access to covered services through telemedicine, telephone, and email.</p> <p><i>Source: AZ Admin. Code Sec. R20-6-1915 (2012)</i></p> <p>Private payers are required to provide coverage for live video consultations when treating specific conditions and the originating site is located in a rural region.</p> <p>Allowed Conditions</p> <ul style="list-style-type: none"> <li>• Trauma</li> <li>• Burn</li> <li>• Cardiology</li> <li>• Infectious diseases</li> <li>• Mental health disorders</li> <li>• Neurologic diseases including strokes</li> <li>• Dermatology</li> </ul> <p>A rural region is defined as:</p> <ul style="list-style-type: none"> <li>• An area that is located in a county with a population of less than nine hundred thousand persons; or</li> <li>• A city or town that is located in a county with a population of nine hundred thousand persons or more and whose nearest boundary is more than thirty miles from the boundary of a city that has a population of five hundred thousand persons or more.</li> </ul> <p><i>Source: AZ Statutes 20-841.09.</i></p> | <p><u>Fee for Service Provider Manual</u></p> <p>AHCCCS will reimburse for medically necessary services provided via live video in their fee for service program.</p> <p>Eligible services:</p> <ul style="list-style-type: none"> <li>• Cardiology;</li> <li>• Dermatology;</li> <li>• Endocrinology;</li> <li>• Hematology/oncology;</li> <li>• Home Health</li> <li>• Infectious diseases;</li> <li>• Neurology;</li> <li>• Obstetrics/gynecology;</li> <li>• Oncology/radiation;</li> <li>• Ophthalmology;</li> <li>• Orthopedics;</li> <li>• Pain clinic;</li> <li>• Pathology;</li> <li>• Pediatrics and pediatric sub-specialties;</li> <li>• Radiology;</li> <li>• Rheumatology;</li> <li>• Surgery follow-up and consults;</li> </ul> <p><i>Source: AZ Health Care Cost Containment System, AHCCCS Fee-For-Service Provider Manual, Ch. 10: Professional and Technical Services, p. 38 (Nov. 2014). (Accessed Jul. 2015).</i></p> <p><u>Additional Covered Services (Located in AHCCCS Policy Manual)</u></p> <ul style="list-style-type: none"> <li>• Behavioral Health</li> <li>• Diagnostic consultation and Evaluation <ol style="list-style-type: none"> <li>1. Psychotropic medication adjustment and monitoring</li> <li>2. Individual and family counseling</li> <li>3. Case management</li> </ol> </li> </ul> <p><i>(Home health not listed as a covered service in this manual)</i></p> <p><i>Source: AZ Health Care Cost Containment System, AHCCCS Medical Policy for AHCCCS Covered Services, Ch. 300, p. 182 (320-21). Oct. 2015. (Accessed Mar. 2016).</i></p> <p>Additional Covered Services (listed in Telehealth Policy)</p> <ul style="list-style-type: none"> <li>• Behavioral Health</li> <li>• Inpatient consultation</li> <li>• Medical Nutrition Therapy (MTN)</li> <li>• Office, outpatient, and surgery follow-up-consultations</li> </ul> |

| STATE LAW/REGULATIONS | MEDICAID PROGRAM   |
|-----------------------|--|
|                       | <ul style="list-style-type: none"> <li>• Pain management</li> <li>• Pharmacy management</li> </ul> <p>Telehealth policy lists covered codes.</p> <p><i>Source: AZ Health Care Cost Containment System Telehealth Policy. Mar. 2015. (Accessed Mar. 2016).</i></p> <p><b>Eligible Providers</b></p> <ul style="list-style-type: none"> <li>• Physician</li> <li>• Registered nurse practitioner</li> <li>• Physician assistant</li> <li>• Certified nurse midwife</li> <li>• Clinical psychologist</li> <li>• Licensed clinical social worker</li> <li>• Licensed marriage and family therapist</li> <li>• Licensed professional counselor</li> </ul> <p>Out-of-state providers may provide and bill for spoke and/or hub telehealth services.</p> <p><i>Source: AZ Health Care Cost Containment System Telehealth Policy. Mar. 2015. (Accessed Mar. 2016).</i></p> <p>Behavioral health services are covered for AHCCS and KidsCare patients.</p> <p>Covered behavioral health services:</p> <ul style="list-style-type: none"> <li>• Diagnostic consultation and evaluation;</li> <li>• Psychotropic medication adjustment and monitoring;</li> <li>• Individual and family counseling;</li> <li>• Case management.</li> </ul> <p>The patient's primary care provider (PCP), attending physician, other medical professional employed by the PCP, or an attending physician who is familiar with the patient's condition, must be present.</p> <p>Other medical professionals:</p> <ul style="list-style-type: none"> <li>• Registered nurses;</li> <li>• Licensed practical nurses;</li> <li>• Clinical nurse specialists;</li> <li>• Registered nurse midwives;</li> <li>• Registered nurse practitioners;</li> <li>• Physician assistants;</li> <li>• Physical, occupational, speech, and respiratory therapists;</li> <li>• Trained telepresenter familiar with the recipient's medical condition.</li> </ul> <p>For behavioral health services, the patient's physician, case manager, behavioral health professional, or telepresenter must be present.</p> |

| STATE LAW/REGULATIONS   | MEDICAID PROGRAM   |
|---|--|
|   | <p><i>Source: AZ Health Care Cost Containment System, AHCCCS Fee-For- Service Provider Manual, Ch. 10: Professional and Technical Services, p. 39 (10-39), (12/21/15). (Accessed Mar. 2016).</i></p> <p><u>AHCCCS Policy Manual</u><br/>                     AHCCCS covers real-time teledentistry for Early and Periodic Screening, Diagnostic and Treatment (EPSDT) aged members when provided by a registered dental providers.</p> <p><i>Source: AZ Health Care Cost Containment System, AHCCCS Medical Policy for AHCCCS Covered Services, Ch. 300, p. 182 (320-21). Oct. 2015. (Accessed Mar. 2016).</i></p> <p>Teledentistry services will be reimbursed for enrollees under the age of 21.</p> <p><i>Source: AZ Bill SB 1282 (2015).</i></p>   |
| <b>Store and Forward Reimbursement</b>  |  |
| <p>The definition of “telemedicine”, which describes telemedicine as occurring in the “physical presence” of the patient, would exclude store and forward.</p> <p><i>Source: AZ Admin. Code Sec. R20-6-1902 (2012).</i></p> | <p><u>Fee for Service Provider Manual</u><br/>                     AHCCCS will reimburse for store-and-forward in their fee-for-service program. The same services are covered for store and forward, as for real time.</p> <p>Real time telemedicine is the only type of reimbursement available in the field of Behavioral Health Services.</p> <p><i>Source: AZ Health Care Cost Containment System, AHCCCS Fee-For- Service Provider Manual, Ch. 10: Professional and Technical Services, p. 38 (10-38), (12/21/15). (Accessed Mar. 2016).</i></p> <p><u>AHCCCS Policy Manual</u><br/>                     AHCCCS only covers for store and forward (and is subject for review) the following:</p> <ul style="list-style-type: none"> <li>• Dermatology</li> <li>• Radiology</li> <li>• Ophthalmology</li> <li>• Pathology</li> </ul> <p>AHCCCS does not consider asynchronous or “store and forward” applications to be telemedicine, but it may be utilized to deliver services.</p> <p><i>Source: Arizona Health Care Cost Containment System. AHCCCS Medical Policy Manual for AHCCCS Covered Services, Ch. 300, Policy 320 Services With Special Circumstances, p. 182 (320-21). Oct. 2015. (Accessed Mar. 2016).</i></p> <p>The following exceptions may be eligible for reimbursement, but are not considered a “telemedicine service”:</p> <ul style="list-style-type: none"> <li>• A provider in the role of tele-presenter may be providing a separately billable service, such as an electrocardiogram or an X-ray. The service is covered, but not the tele-presenting.</li> </ul> |

| STATE LAW/REGULATIONS   | MEDICAID PROGRAM  |
|---|---|
|   | <ul style="list-style-type: none"> <li>• A consulting distant-site provider may offer a service that does not require real-time patient interaction. Reimbursement only for dermatology, radiology, ophthalmology, and pathology. It is subject to review by AHCCCS Medical Management.</li> <li>• When a patient in a rural area presents within three hours of onset of stroke symptoms, AHCCCS will reimburse the consulting neurologist if the consult is placed for assistance in determining appropriateness of thrombolytic therapy even when the patients' condition is such that real-time video interaction cannot be achieved.</li> </ul> <p><i>Source: AZ Health Care Cost Containment System, AHCCS Medical Policy Manual, Medical Policy for AHCCCS Covered Services, Ch. 300, Policy 320: Services With Special Circumstances, p. 184 (320-23). Oct. 2015. (Accessed Mar. 2016).</i></p> |
| <b>Remote Patient Monitoring Reimbursement</b>  |   |
| No reference found.   | <p>Home health is listed as a reimbursable service in fee for service, but no other reference was found or explanation of what is considered a "home health" service.</p> <p><i>Source: AZ Health Care Cost Containment System, AHCCCS Fee-For-Service Provider Manual, Ch. 10: Professional and Technical Services, p. 38 (10-38), (12/21/15). (Accessed Mar. 2016).</i></p> <p><u>AHCCCS Policy Manual</u><br/>           AHCCCS program only reimburses for telemedicine delivered via real time, Home Health is not a covered service under this program.</p> <p><i>Source: AZ Health Care Cost Containment System .AHCCCS Medical Policy Manual for AHCCCS Covered Services, Ch. 300, Policy 320 Services With Special Circumstances, p. 184 (320-23). Oct. 2015. (Accessed Mar. 2016).</i></p>  |
| <b>Email/Phone/FAX</b>  |   |
| <p>Health Care Service Organizations are allowed, but not mandated, to provide covered services through telemedicine, telephone, and email.</p> <p><i>Source: AZ Admin. Code Sec. R20-6-1915 (2012).</i></p> <p>No Phone<br/>           No Email<br/>           No Fax</p> <p><i>Source: AZ Statutes 20-841.09.</i></p> | No reference found.   |
| <b>Online Prescribing</b>   |   |
| Physicians are prohibited from issuing a prescription to  | No reference found.   |

| STATE LAW/REGULATIONS   | MEDICAID PROGRAM   |
|---|--|
| <p>patients without having a physical or mental health status examination to establish a provider-patient relationship.</p> <p>The physical or mental health status examination can be conducting during a real-time telemedicine encounter.</p> <p><i>Source: Arizona Revised Statute Sec. 32-1401 (SB 1339).</i></p>  |  |
| <b>Consent</b>  |  |
| <p>Providers must obtain and document oral or written consent before delivery of services. Oral consent should be documented on the patient’s medical record.</p> <p><i>Source: AZ Revised Statute Sec. 36-3602 (2012).</i></p>   | No reference found.  |
| <b>Location</b>   |  |
| <p>Private payers are required to provide coverage when the originating site is located in a rural region, which is defined as:</p> <ul style="list-style-type: none"> <li>• An area that is located in a county with a population of less than nine hundred thousand persons; or</li> <li>• A city or town that is located in a county with a population of nine hundred thousand persons or more and whose nearest boundary is more than thirty miles from the boundary of a city that has a population of five hundred thousand persons or more.</li> </ul> <p><i>Source: AZ Statutes 20-841.09.</i></p> | <p>Eligible hub or spoke sites for Indian Health Services or tribal providers:</p> <ul style="list-style-type: none"> <li>• Indian Health Service clinic;</li> <li>• Tribally-governed facility;</li> <li>• Urban clinic for American Indians;</li> <li>• Physician or other provider office;</li> <li>• Hospital;</li> <li>• Federally Qualified Health Center (FQHC).</li> </ul> <p><i>Source: AZ Health Care Cost Containment System Telehealth Policy. Mar. 2015. (Accessed Mar. 2016).</i></p> <p>Fee for service manual definitions:</p> <p>Hub site – “the location of the telemedicine consulting provider, which is considered the place of service.”</p> <p>Spoke site – “the location where the recipient is receiving the telemedicine service.”</p> <p><i>Source: AZ Health Care Cost Containment System, AHCCCS Fee-For-Service Provider Manual, Ch. 10: Professional and Technical Services, p. 38 (10-38), (12/21/15). (Accessed Mar. 2016).</i></p> |
| <b>Cross-State Licensing</b>  |  |
| <p>An out-of-state doctor may engage in a single or infrequent consultation with an Arizona physician.</p> <p><i>Source: AZ Revised Statute Sec. 32-1421 (2012).</i></p>  | <p><u>AHCCCS Policy Manual</u></p> <p>A consultation by a non-Arizona licensed provider may occur if:</p> <ul style="list-style-type: none"> <li>• It is to a specific patient in the AHCCCS program;</li> <li>• The provider is registered with AHCCCS;</li> <li>• The provider is licensed in the state the consultation is being provided from, or the provider is employed by an Indian Health Services, Tribal or Urban Indian Health program and appropriately licensed based on IHS and Tribal facility requirements.</li> </ul>  |

| STATE LAW/REGULATIONS  | MEDICAID PROGRAM  |
|--|---|
|  | <p><i>Source: AZ Health Care Cost Containment System, AHCCS Medical Policy Manual, Medical Policy for AHCCCS Covered Services, Ch. 300, Policy 320: Services With Special Circumstances, p. 184 (320-23). Oct. 2015. (Accessed Mar. 2016).</i></p>  |
| <b>Private Payers</b>  |   |
| <p>Private payers are required to provide coverage for live video consultations when treating specific conditions and the originating site is located in a rural region.</p> <p>Allowed Conditions</p> <ul style="list-style-type: none"> <li>• Trauma</li> <li>• Burn</li> <li>• Cardiology</li> <li>• Infectious diseases</li> <li>• Mental health disorders</li> <li>• Neurologic diseases including strokes</li> <li>• Dermatology</li> </ul> <p>A rural region is defined as:</p> <ul style="list-style-type: none"> <li>• An area that is located in a county with a population of less than nine hundred thousand persons; or</li> <li>• A city or town that is located in a county with a population of nine hundred thousand persons or more and whose nearest boundary is more than thirty miles from the boundary of a city that has a population of five hundred thousand persons or more.</li> </ul> <p><i>Source: AZ Statutes 20-841.09.</i></p> | <p>No reference found.</p>  |
| <b>Site/Transmission Fee</b>   |   |
| <p>No reference found.</p>   | <p>A facility fee is not an AHCCCS covered service.</p> <p><i>Source: AZ Health Care Cost Containment System Telehealth Policy. Mar. 2015. (Accessed Mar. 2016).</i></p>  |
| <b>Miscellaneous</b>   |   |
| <p>Arizona explicitly prohibits the use of telemedicine to provide an abortion.</p> <p><i>Source: AZ Revised Statute Sec. 36-3604 (2012).</i></p>  | <p><u>AHCCCS Policy Manual</u></p> <p>There is reimbursement for non-emergency transportation to and from the telemedicine originating site.</p> <p><i>Source: AZ Health Care Cost Containment System, AHCCS Medical Policy Manual, Medical Policy for AHCCCS Covered Services, Ch. 300, Policy 320: Services With Special Circumstances, p. 185 (320-24). Oct. 2015. (Accessed Mar. 2016).</i></p> |