

Maine

Medicaid Program: MaineCare

Medicaid Program Administrator: Maine Dept. of Health and Human Services

Regional Telehealth Resource Center:

Northeast Telehealth Resource Center

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STATE LAW/REGULATIONS	MEDICAID PROGRAM
Definition of telemedicine/telehealth	
<p>“Telemedicine, as it pertains to the delivery of health care services, means the use of interactive audio, video or other electronic media for the purpose of diagnosis, consultation or treatment. ‘Telemedicine’ does not include the use of audio-only telephone, facsimile machine or e-mail.”</p> <p><i>Source: ME Revised Statutes Annotated. Title 24, Sec. 4316 (2012).</i></p>	<p>“Telehealth” is interactive, visual, real-time telecommunication, and must be a medically appropriate means of provider-patient interaction.</p> <p><i>Source: MaineCare Benefits Manual, General Administrative Policies and Procedures, 10-144 Ch. 101, p. 20 (Jan. 1, 2014). (Accessed Mar. 2016).</i></p>
Live Video Reimbursement	
<p>Maine law requires coverage for services provided through telemedicine, which includes live video.</p> <p><i>Source: ME Revised Statutes Annotated. Title 24 Sec. 4316 (2012).</i></p> <p><i>(See Medicaid column & “Private Payers” section)</i></p>	<p>MaineCare will reimburse for live video when there is a compelling benefit for the patient in order for telehealth services to be appropriate and related to physical, social or geographic issues that make delivering the service in person difficult. This includes:</p> <ul style="list-style-type: none"> • For physical issues, a member's medical condition makes a face-to-face encounter that entails significant travel inadvisable or impossible; • For social issues, the family or other support system does not support a member traveling a distance for a face-to-face encounter, or does not allow the member to take the time that travel will require; • For geographic issues, there is a lack of medical/psychiatric/mental health expertise locally, limited transportation resources, or a long wait for such local care. <p><i>Source: Code of ME Rules. 10-144-101 & MaineCare Benefits Manual, General Administrative Policies and Procedures, 10-144 Ch. 101, p. 20 (Jan. 1, 2014). (Accessed Mar. 2016).</i></p> <p>Providers must receive pre-authorization from the Department for telehealth services.</p> <p><i>Source: Code of ME Rules. 10-144-101 & MaineCare Benefits Manual, General Administrative Policies and Procedures, 10-144</i></p>

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	<p><i>Ch. 101, p. 20 (Jan. 1, 2014). (Accessed Mar. 2016).</i></p> <p>Pre-authorization information must include:</p> <ul style="list-style-type: none"> • The names, provider numbers and licensure level of individual providers who utilize telehealth to provide services; • A list of the procedure codes to be used; • A rationale for needing telehealth capabilities for the services being proposed; • The specific criteria used in determining when telehealth services are more appropriate than face-to-face services; • A plan for quality assurance activities specifically related to patient satisfaction and outcomes for telehealth services; • Educational information that will be provided to the patient at the time of the member's visit. <p><i>Source: Code of ME Rules. 10-144-101 & MaineCare Benefits Manual, General Administrative Policies and Procedures, 10-144 Ch. 101, p. 20-1 (Jan. 1, 2014). (Accessed Mar. 2016).</i></p> <p>Telehealth can substitute for a face-to-face encounter under the Home Health Services program.</p> <p><i>Source: MaineCare Benefits Manual, Home Health Services, Ch. III, Sec. 40, p. 1 (Jan. 1, 2014), (Accessed Mar. 2016).</i></p>
Store and Forward Reimbursement	
No reference found.	<p>No reimbursement based upon definition of telehealth, which is described as occurring in “real-time”.</p> <p><i>Source: MaineCare Benefits Manual, General Administrative Policies and Procedures, 10-144 Ch. 101, p. 20 (Jan. 1, 2014). (Accessed Mar. 2016).</i></p>
Remote Patient Monitoring Reimbursement	
No reference found.	<p>RPM is covered under Home and Community Benefits for the Elderly and for Adults with Disabilities. Services may include a range of technological options including in-home computers, sensors and video camera linked to a provider that enables 24/7 monitoring.</p> <p>Final approval must be obtained from the Department, Office of Aging and Disability Services while considering:</p> <ul style="list-style-type: none"> • Number of hospitalizations in the past year; • Use of emergency room in the past year; • History of falls in the last six months resulting from injury; • Member lives alone or is home alone for significant periods of time; • Service access challenges and reasons for those challenges; • History of behavior indicating that a member's

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	<p>cognitive abilities put them at a significant risk of wandering; and</p> <ul style="list-style-type: none"> • Other relevant information. <p><i>Source: MaineCare Benefits Manual, Home and Community Benefits for the Elderly and for Adults with Disabilities, 10-144 Ch. II, Sec. 19, p. 30 (Oct. 28, 2015). (Accessed Mar. 2016).</i></p>
Email/Phone/FAX	
<p>No reimbursement for email. No reimbursement for telephone. No reimbursement for FAX.</p> <p><i>Source: ME Revised Statutes Annotated. Title 24 Sec. 4316 (2012).</i></p>	<p>No reimbursement for email. No reimbursement for telephone. No reimbursement for FAX.</p> <p><i>Source: Code of ME Rules. 10-144-101 (2012).</i></p> <p>For Indian Health Services, a second tier consultation can utilize direct email communications or telephone consultation.</p> <p><i>Source: MaineCare Benefits Manual, Indian Health Services, 10-144 Ch. II, p. 5 (Jan. 1, 2014). (Accessed Mar. 2016).</i></p> <p>Telephone is also covered for:</p> <ul style="list-style-type: none"> • Targeted Case Management Services for purposes of monitoring and follow up activities can take place over the telephone. • The Home and Community Benefits for the Elderly and for Adults with Disabilities for purposes of monitoring. • Behavioral Health Services for purposes of crisis resolution services. <p><i>Source: MaineCare Benefits Manual, Targeted Case Management Services, 10-144 Ch. 101, Sec. 13, p. 6 (Mar. 20, 2014). (Accessed Mar. 2016).</i></p> <p><i>Source: MaineCare Benefits Manual, Home and Community Benefits for the Elderly and for Adults with Disabilities, 10-144 Ch. II, Sec. 19, p. 32 (Dec. 15, 2014). (Accessed Mar. 2016).</i></p> <p><i>Source: MaineCare Benefits Manual, Behavioral Health Services, 10-44 Ch. II, Sec. 65, p. 11 (April 13, 2015). (Accessed Mar. 2016).</i></p>
Online Prescribing	
<p>No reference found.</p>	<p>Tele-pharmacy is allowed.</p> <p>Tele-pharmacy is a method of delivering prescriptions dispensed by a pharmacist to a remote site. Pharmacies using tele-pharmacy must follow all applicable State and Federal regulations, including use of staff qualified to deliver prescriptions through tele-pharmacy.</p> <p>Providers may dispense prescriptions via tele-pharmacy; pre-authorization is required.</p> <p><i>Source: MaineCare Benefits Manual, Ch. 2, Pharmacy Services, 10-144 Chapter 101, p. 5 (Nov. 29, 2015) (accessed Mar. 2016) & p. 33.</i></p>

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Consent	
<p>No reference found.</p>	<p>Providers must deliver written educational information to patients at their visit.</p> <p>This information should be written at a sixth-grade comprehension level, and include the following:</p> <ul style="list-style-type: none"> • Description of the telehealth equipment and what to expect; • Explanation that the use of telehealth for this service is voluntary and that the same service is available in a face-to-face setting; • Explanation that the member is able to stop the telehealth visit at any time and request a face-to-face service; • Explanation that MaineCare will pay for transportation to a distant appointment if needed; • HIPAA compliance information regarding the telehealth encounter. <p><i>Source: MaineCare Benefits Manual, General Administrative Policies and Procedures, 10-144 Ch. 101, p. 21-2 (Jan. 1, 2014). (Accessed Mar. 2016).</i></p> <p>Member's record must document consent for RPM.</p> <p><i>Source: MaineCare Benefits Manual, Home and Community Benefits for the Elderly and for Adults with Disabilities, 10-144 Ch. II, Sec. 19, p. 31 (Dec. 15, 2014). (Accessed Mar. 2016).</i></p>
Location	
No reference found.	No reference found.
Cross-State Licensing	
<p>A physician can practice medicine in Maine through interstate telemedicine if they are licensed in the state they are providing telemedicine from, their license is in good standing, the physician does not open an office, and the physician annually registers with the board and pays a fee.</p> <p><i>Source: 32 M SRA Sec. 3300-D.</i></p>	No reference found.
Private Payers	
<p>Requires coverage of telemedicine services, subject to contract terms and conditions.</p> <p>Coverage must be provided in a manner that is consistent with coverage for in-person consultation.</p> <p><i>Source: ME Revised Statutes Annotated. Title 24 Sec. 4316 (2012).</i></p>	No reference found.
Site/Transmission Fee	
No reference found.	No reimbursement for site or transmission fees.

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	<p><i>Source: MaineCare Benefits Manual, General Administrative Policies and Procedures, 10-144 Ch. 101, p. 21 (Jan. 1, 2014). (Accessed Mar. 2016).</i></p>
Miscellaneous	
	<p>MaineCare will pay for transportation to a distant appointment if needed.</p> <p><i>Source: MaineCare Benefits Manual, General Administrative Policies and Procedures, 10-144 Ch. 101, p. 21 (Jan. 1, 2014). (Accessed Mar. 2016).</i></p>