

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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Definition of telemedicine/telehealth	
<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"> • An audio-only conversation between a licensed healthcare provider and a patient; • An electronic mail message between a licensed healthcare provider and a patient; or • A facsimile transmission between a licensed healthcare provider and a patient. <p><i>Source: TN Code Annotated, Title 56, Ch. 7, Part 10.</i></p> <p><u>Newly Passed Legislation (Now Effective)</u></p> <p>"Telehealth" or "telemedicine" means the use of real-time audio, video, or other electronic media and telecommunications technologies that enable interaction between the healthcare services provider and the patient, or also store-and-forward telemedicine services, for the purpose of diagnosis, consultation, or treatment of a patient in another location where there may be no in-person exchange, within the scope of practice of the healthcare services provider.</p> <p><i>Source: TN Code Annotated, Title 56, Ch. 7, Part 10.</i></p> <p>Telemedicine is the practice of medicine using electronic communication, information technology or other means, between a licensee in one location and a patient in another location. Telemedicine is not an audio only telephone conversation, email/instant messaging conversation or fax. It typically involves the application or secure video conferencing or store-and-forward to provide or support healthcare delivery by replicating the</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) (Accessed Aug. 2016).</i></p>

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<p>interaction of a traditional encounter between a provider and a patient.</p> <p><i>Source: TN Rule Annotated, Rule 0880-02.-16.</i></p>	
Live Video Reimbursement	
<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) (Accessed Aug. 2016).</i></p> <p>TennCare services are offered through managed care entities. Each MCO has their own unique telehealth policy.</p>
Store and Forward Reimbursement	
<p>No reference found for Medicaid.</p> <p>See private payer section.</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) (Accessed Aug. 2016).</i></p>
Remote Patient Monitoring Reimbursement	
No reference found.	No reference found.
Email/Phone/FAX	
<p>Telemedicine is not an audio only telephone conversation, email/instant messaging conversation or fax.</p> <p><i>Source: TN Rule Annotated, Rule 0880-02.-16. http://share.tn.gov/sos/rules_filings/08-03-16.pdf.</i></p>	No reference found.
Online Prescribing	
<p>Prior to online or telephone prescribing, providers must document and:</p> <ul style="list-style-type: none"> • Perform an appropriate history and physical examination; • Make a diagnosis, consistent with good medical care; • Formulate a therapeutic plan and discuss it with the patient; • Ensure the availability for appropriate follow-up care. <p><i>Source: TN Composite Rules & 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>	No reference found.

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<i>Source: TN Bill SB 1223/HB 699 (2015).</i>	
Consent	
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) (Accessed Aug. 2016).</i></p>
Location	
No reference found.	No reference found.
Cross-State Licensing	
<p>Tennessee may issue telemedicine licenses to board-certified physicians from out of state (although not required to do so).</p> <p><i>Source: TN Code Annotated Sec. 63-6-209(b).</i></p> <p>The Tennessee Medical Board eliminated the telemedicine license. Individuals granted a telemedicine license under the former version of the rule may apply to have the license converted to a full license. Under certain circumstances individuals who do not convert to a full license can retain their telemedicine license.</p> <p><i>Source: TN Rule Annotated, Rule 0880-02.-16.</i></p> <p>The TN Osteopathic Board will still issue a telemedicine license.</p> <p><i>Source: TN Rule Annotated, Rule 1050.02.17.</i></p>	No reference found.
Private Payers	
<p>Health insurance carriers are required to provide coverage for telehealth services on the same basis and at least at the same rate as in-person services. There can be no distinction or consideration of the geographic location, or any federal, state, or local designation or classification of the geographic area where the patient is located.</p> <p><i>Source: TN Code Annotated, Title 56, Ch. 7, Part 10.</i></p>	No reference found.
Site/Transmission Fee	
No reference found.	No reference found.
Miscellaneous	
Teledentistry means “the delivery of dental health care and patient consultation through the use of telehealth	

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<p>systems and technologies, including live, two-way interactions between a patient and a dentist licensed in this state using audiovisual telecommunications technology, or the secure transmission of electronic health records and medical data to a dentist licensed in this state to facilitate evaluation and treatment of the patient outside of a real-time or in-person interaction.”</p> <p>Initial and subsequent examinations by dentists may be performed via teledentistry technology.</p> <p><i>Source: TN Code Annotated 976. SB 1214 (2016).</i></p>	