

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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| Definition of telemedicine/telehealth | |
| <p>Under Arizona Statute, Public Health & 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 Statute 20-841.09.</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, (10-38), (10/5/2016) & IHS/Tribal Provider Billing Manual, (8/42), (10/5/2016). (Accessed Oct. 2017).</i></p> <p>Telemedicine is "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 member, including audio or video communications sent to a health care provider for diagnostic or treatment consultation."</p> <p>Telehealth (or telemonitoring) is "the use of telecommunications and information technology to provide access to health assessment, diagnosis, intervention, consultation, supervision and information across distance. Telehealth includes such technologies as telephones, facsimile machines, electronic mail systems, and remote member monitoring devices, which are used to collect and transmit member data for monitoring and interpretation. While they do not meet the Medicaid definition of telemedicine they are often considered under the broad umbrella of telehealth services. Even though such technologies are not considered telemedicine, they may nevertheless be covered service".</p> |

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| <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> | <p><i>Source: AZ Health Care Cost Containment System, AHCCCS Medical Policy for AHCCCS Covered Services, Ch. 300, (320-21). Oct. 2016. (Accessed Oct. 2017).</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 Oct. 2017).</i></p> |
| Live Video Reimbursement | |
| <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"> • Trauma • Burn • Cardiology • Infectious diseases • Mental health disorders • Neurologic diseases including strokes • Dermatology • Pulmonology (<i>Eff. Jan. 2018</i>) <p>A rural region is defined as:</p> <ul style="list-style-type: none"> • An area that is located in a county with a population of less than nine hundred thousand persons; or • 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. <p><i>Rural requirement is eliminated beginning in Jan. 2018.</i></p> <p><i>Source: AZ Statutes 20-841.09.</i></p> | <p><u>Fee for Service Provider Manual</u> 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"> • Cardiology; • Dermatology; • Endocrinology; • Hematology/oncology; • Home Health • Infectious diseases; • Neurology; • Obstetrics/gynecology; • Oncology/radiation; • Ophthalmology; • Orthopedics; • Pain clinic; • Pathology; • Pediatrics and pediatric sub-specialties; • Radiology; • Rheumatology; • Surgery follow-up and consults; <p><i>Source: AZ Health Care Cost Containment System, AHCCCS Fee-For-Service Provider Manual, Ch. 10: Professional and Technical Services, (10/5/2016) & IHS/Tribal Provider Billing Manual, (8/42), (10/5/2016). (Accessed Oct. 2017).</i></p> <p><u>Additional Covered Services (Located in AHCCCS Policy Manual)</u></p> <ul style="list-style-type: none"> • Behavioral Health • Diagnostic consultation and Evaluation <ol style="list-style-type: none"> 1. Psychotropic medication adjustment and monitoring 2. Individual and family counseling 3. Case management <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, (320-21).</i></p> |

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| | <p data-bbox="829 254 1159 279"><i>Oct. 2016. (Accessed Oct. 2017).</i></p> <p data-bbox="829 310 1487 336">Additional Covered Services (listed in Telehealth Policy)</p> <ul data-bbox="873 344 1401 562" style="list-style-type: none"> • Behavioral Health • Inpatient consultation • Medical Nutrition Therapy (MTN) • Office, outpatient, and surgery follow-up-consultations • Pain management • Pharmacy management <p data-bbox="829 594 1268 619">Telehealth policy lists covered codes.</p> <p data-bbox="829 651 1450 701"><i>Source: AZ Health Care Cost Containment System Telehealth Policy. Mar. 2015. (Accessed Oct. 2017).</i></p> <p data-bbox="829 732 1052 758"><u>Eligible Providers</u></p> <ul data-bbox="873 766 1382 1014" style="list-style-type: none"> • Physician • Registered nurse practitioner • Physician assistant • Certified nurse midwife • Clinical psychologist • Licensed clinical social worker • Licensed marriage and family therapist • Licensed professional counselor <p data-bbox="829 1045 1446 1096">Out-of-state providers may provide and bill for spoke and/or hub telehealth services.</p> <p data-bbox="829 1127 1450 1178"><i>Source: AZ Health Care Cost Containment System Telehealth Policy. Mar. 2015. (Accessed Oct. 2017).</i></p> <p data-bbox="829 1209 1479 1260">Behavioral health services are covered for AHCCS and KidsCare patients.</p> <p data-bbox="829 1291 1252 1316">Covered behavioral health services:</p> <ul data-bbox="873 1348 1401 1520" style="list-style-type: none"> • Diagnostic consultation and evaluation; • Psychotropic medication adjustment and monitoring; • Individual and family counseling; • Case management. <p data-bbox="829 1551 1471 1669">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 may be present.</p> <p data-bbox="829 1701 1166 1726">Other medical professionals:</p> <ul data-bbox="873 1757 1284 1955" style="list-style-type: none"> • Registered nurses; • Licensed practical nurses; • Clinical nurse specialists; • Registered nurse midwives; • Registered nurse practitioners; • Physician assistants; |

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| | <ul style="list-style-type: none"> Physical, occupational, speech, and respiratory therapists; Trained telepresenter familiar with the recipient’s medical condition. <p>All services provided via telemedicine must be reasonable, cost effective and medically appropriate. Services are billed by the consulting provider. Telepresenter services are not billable.</p> <p><i>Source: AZ Health Care Cost Containment System, AHCCCS Fee-For-Service Provider Manual, Ch. 10: Professional and Technical Services, (10-39), (10/5/2016) & IHS/Tribal Provider Billing Manual (8/42), (10/5/2016). (Accessed Oct. 2017).</i></p> <p><u>AHCCCS Policy Manual</u> 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, (320-21). Oct. 2016. (Accessed Oct. 2017).</i></p> <p>Teledentistry services will be reimbursed for enrollees under the age of 21.</p> <p><i>Source: AZ Statute, Sec. 36.1.</i></p> |
| Store and Forward Reimbursement | |
| <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> 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, (10-38), (10/5/2016) & IHS/Tribal Provider Billing Manual, (8/42), (10/5/2016). (Accessed Oct. 2017).</i></p> <p><u>AHCCCS Policy Manual</u> AHCCCS only covers for store and forward (and is subject for review) the following:</p> <ul style="list-style-type: none"> Dermatology Radiology Ophthalmology Pathology <p>AHCCCS does not consider asynchronous or “store and forward” applications to be telemedicine, but it may be utilized to deliver services.</p> |

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| | <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, (320-21). Oct. 2016. (Accessed Oct. 2017).</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"> • 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. • 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. • 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. • Additional exceptions for Behavioral Services apply. <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, (320-23). Oct. 2016. (Accessed Oct. 2017).</i></p> |
| Remote Patient Monitoring Reimbursement | |
| <p>No reference found.</p> | <p>Telemonitoring is considered necessary for members with Congestive Heart Failure (CHF) when the following conditions are met:</p> <ol style="list-style-type: none"> 1. Observation/inpatient admission with primary or secondary discharge diagnosis of CHF within the past two months, or readmission within the past six months; AND 2. A symptom level at the New York Heart Association class II or greater; CHF is identified by one of the specified ICD-10 diagnostic codes (see manual). <p>Other limitations apply. See manual.</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, (320-23). Oct.</i></p> |

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| | <i>2016. (Accessed Oct. 2017).</i> |
| Email/Phone/FAX | |
| <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 No Email No Fax</p> <p><i>Source: AZ Statutes 20-841.09.</i></p> | No reference found. |
| Online Prescribing | |
| <p>Physicians are prohibited from issuing a prescription to 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> | No reference found. |
| Consent | |
| <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> | <p>If there will be a recording of the interactive video service, a separate consent must be obtained. See manual for full requirements.</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. 180 (320-23). Oct. 2016. (Accessed Oct. 2017).</i></p> |
| Location | |
| <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"> • An area that is located in a county with a population of less than nine hundred thousand persons; or • 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. <p><i>Rural requirement is eliminated beginning in Jan. 2018.</i></p> <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"> • Indian Health Service clinic; • Tribally-governed facility; • Urban clinic for American Indians; • Physician or other provider office; • Hospital; • Federally Qualified Health Center (FQHC). <p><i>Source: AZ Health Care Cost Containment System Telehealth Policy. Mar. 2015. (Accessed Oct. 2017).</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</p> |

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| | <p>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, (10-38), (10/5/2016) & IHS/Tribal Provider Billing Manual, (8/42), (10/5/2016). (Accessed Oct. 2017).</i></p> |
| Cross-State Licensing | |
| <p>AZ enacted the Interstate Medical Licensure Compact.</p> <p><i>Source: ARS Sec. 32-3241.</i></p> <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>For teledentistry services: A consultation by a non-Arizona licensed provider may occur if:</p> <ul style="list-style-type: none"> • It is to a specific patient in the AHCCCS program; • The provider is registered with AHCCCS; • 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. <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, (320-23). Oct. 2016. (Accessed Oct. 2017).</i></p> |
| Private Payers | |
| <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"> • Trauma • Burn • Cardiology • Infectious diseases • Mental health disorders • Neurologic diseases including strokes • Dermatology • Pulmonology (<i>Eff. Jan. 2018</i>) <p>A rural region is defined as:</p> <ul style="list-style-type: none"> • An area that is located in a county with a population of less than nine hundred thousand persons; or • 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. <p><i>Rural requirement is eliminated beginning in Jan. 2018.</i></p> <p><i>Source: AZ Statutes 20-841.09.</i></p> | <p>No reference found.</p> |

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| Site/Transmission Fee | |
| No reference found. | A facility fee is not an AHCCCS covered service. <i>Source: AZ Health Care Cost Containment System Telehealth Policy. Mar. 2015. (Accessed Oct. 2017).</i> |
| Miscellaneous | |
| Arizona explicitly prohibits the use of telemedicine to provide an abortion. <i>Source: AZ Revised Statute Sec. 36-3604 (2012).</i> | |

Professional regulation with telehealth specific standards

- Board of Psychologist Examiners (Source: AZ Reg. Sec. R4-26-109).