

# California

**Medicaid Program:** Medi-Cal

**Program Administrator:** California Dept. of Health Care Services (DHCS)

**Regional Telehealth Resource Center:**

California Telehealth Resource Center (CTRC)

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| STATE LAW/REGULATIONS  | MEDICAID PROGRAM  |
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| <b>Definition of telemedicine/telehealth</b>   |   |
| <p>“Telehealth means the mode of delivering health care services and public health via information and communication technologies to facilitate the diagnosis, consultation, treatment, education, care management, and self-management of a patient’s health care while the patient is at the originating site and the health care provider is at a distant site. Telehealth facilitates patient self-management and caregiver support for patients and includes synchronous interactions and asynchronous store and forward transfers.”</p> <p><i>Source: CA Business &amp; Professions Code Sec. 2290.5 (2012).</i></p> <p>Telemedicine is “the ability of physicians and patients to connect via technology other than through virtual interactive physician/patient capabilities, especially enabling rural and out-of-area patients to be seen by specialists remotely.”</p> <p><i>Source: CA Code of Reg. Title 10 Sec. 6410.</i></p> | <p>Telehealth [according to the Telehealth Advancement Act of 2011] “is the mode of delivering health care services and public health utilizing information and communication technologies to facilitate the diagnosis, consultation, treatment, education, care management and self-management of a patient’s health care while the patient is at the originating site and the health care provider is at the distant site.”</p> <p>“Telemedicine [according to CMS] is the use of medical information exchanged from one site to another using interactive telecommunications equipment that includes, at a minimum, audio and video equipment permitting two-way, real-time, interactive communication between the patient and physician or practitioner at the distant site to improve a patient’s health. Medi-Cal uses the term telemedicine when it makes a distinction from telehealth.”</p> <p><i>Source: CA Department of Health Care Services. Medi-Cal Part 2 General Medicine Manual. Telehealth. (Sept. 2017) (Accessed Oct. 2017).</i></p> |
| <b>Live Video Reimbursement</b>  |   |
| <p>Private payers may reimburse for live video. (See “Private Payers” section).</p> <p><i>Source: CA Health &amp; Safety Code Sec. 1374.13 (2012).</i></p> <p>(also see Medicaid column)</p>   | <p>Medi-Cal will reimbursement for services provided via live video.</p> <p>Services must be billed with modifiers GT or 95.</p> <p><i>Source: CA Department of Health Care Services. Medi-Cal Part 2 General Medicine Manual. Telehealth. (Sept. 2017), (Accessed Oct. 2017).</i></p>  |
| <b>Store and Forward Reimbursement</b>   |   |
| <p>Private payers may reimburse for store and forward.</p> <p><i>Source: CA Business &amp; Professions Code Sec. 2290.5 (2012).</i></p> <p>(also see Medicaid column)</p>  | <p>Medi-Cal will reimburse for store and forward services for tele-dermatology, tele-ophthalmology and teledentistry.</p> <p><i>Source: Sec. 14132.725 of the Welfare and Institutions Code.</i></p>  |

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|  | <p><i>Source (tele-dermatology &amp; tele-ophthalmology): CA Department of Health Care Services. Medi-Cal Part 2 General Medicine Manual. Telehealth. (Sept. 2017), (Accessed Oct. 2017).</i></p> <p>Allied dental professionals are not permitted to bill for teledentistry.</p> <p>Live transmissions are only billable if the beneficiary requests it.</p> <p>Specific list of acceptable CPT codes included in Denti-Cal Handbook.</p> <p><i>Source: Denti-Cal Provider Handbook. (4-11 to 4-12) Pg. 111-112. (Oct. 2017).</i></p> |
| <b>Remote Patient Monitoring Reimbursement</b>   |  |
| No reference found.  | No reference found.  |
| <b>Email/Phone/FAX</b>   |  |
| No reference found.  | <p>Medi-Cal does not reimburse for telephone calls, electronic mail messages or facsimile transmissions.</p> <p><i>Source: CA Department of Health Care Services. Medi-Cal Part 2 General Medicine Manual. Telehealth. (Sept. 2017), (Accessed Oct. 2017).</i></p>   |
| <b>Online Prescribing</b>  |  |
| <p>Providers are prohibited from prescribing or dispensing dangerous drugs or dangerous devices on the Internet without an appropriate prior examination and medical indication.</p> <p><i>Source: CA Business &amp; Professions Code Sec. 2242.1(a).</i></p>  | No reference found.  |
| <b>Consent</b>   |  |
| <p>The originating site provider must obtain and document verbal or written patient consent prior to service delivery.</p> <p><i>CA Health &amp; Safety Code Sec. 1374.13.</i></p> <p><b>Occupational Therapy</b><br/>Informed consent must be obtained by the occupational therapist prior to the use of telehealth to deliver services.</p> <p><i>Source: CA Code of Regulations, Title 16, Div. 39, Art. 8, Sec. 4172.</i></p> <p><b>Behavioral Sciences</b><br/>A licensee must obtain informed consent from a client.</p> <p><i>Source: CA Code of Regulations, Title 16, Div. 18, Art. 1, Sec. 1815.5.</i></p> | <p>Provider must obtain oral consent from the patient and document it in the patient record.</p> <p><i>Source: CA Department of Health Care Services. Medi-Cal Part 2 General Medicine Manual. Telehealth. (Sept. 2017), (Accessed Oct. 2017).</i></p>   |
| <b>Location</b>  |  |
| Health plans cannot limit the settings where services are provided. Settings are still subject to contract terms and   | The type of setting where services are provided is not limited.  |

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| <p>conditions.</p> <p><i>Source: CA Health &amp; Safety Code Sec. 1374.13 (2012).</i></p>   | <p><i>Source: CA Department of Health Care Services. Medi-Cal Part 2 General Medicine Manual. Telehealth. (Sept. 2017), (Accessed Oct. 2017).</i></p>   |
| <b>Cross-State Licensing</b>  |   |
| No reference found.   | No reference found.   |
| <b>Private Payers</b>   |   |
| <p>Private payers cannot require that in-person contact occur before payment is made for covered telehealth services, subject to contract terms and conditions.</p> <p><i>Source: CA Health &amp; Safety Code Sec. 1374.13 (2012).</i></p>  | No reference found.   |
| <b>Site/Transmission Fee</b>  |   |
| No reference found.   | <p>Medi-Cal will reimburse the originating site a facility fees, and originating and distant site for live video transmission costs.</p> <p><i>Source: CA Department of Health Care Services. Medi-Cal Part 2 General Medicine Manual. Telehealth. (Sept. 2017), (Accessed Oct. 2017).</i></p>  |
| <b>Miscellaneous</b>  |   |
| <p>The CA Board of Occupational Therapy adopted a new rule titled, “Standards of Practice for Telehealth,” to establish standards and expectations associated with the delivery of occupational therapy services via information and communication technology.</p> <p>Any licensed health care provider or marriage and family therapist, intern or trainee is an authorized telehealth provider.</p> <p><i>Source: CA Business and Professions Code Sec. 2290.5.</i></p> | <p>Reimbursement for HCPCS Code G0508 and G0509, a “telehealth consultation”.</p> <p><i>Source: CA Department of Health Care Services. Medi-Cal Part 2 General Medicine Manual. Telehealth. (Sept. 2017), (Accessed Oct. 2017).</i></p> <p>Medi-Cal covers telehealth to the extent services are allowable and reimbursed according to the department’s telehealth manual in the California Children’s Services Program (CCS), Genetically Handicapped Person’s Program (GHPP) and Child Health and Disability Prevention Program (CHDP).</p> <p><i>Source: CA Department of Health Care Services. Medi-Cal Special Programs FAQs. (Accessed Oct. 2017).</i></p> <p>Telehealth services and supports are among the services and supports authorized to be included by individual program plans developed for disabled individuals by regional centers that contract with the State Department of Developmental Disabilities.</p> <p><i>Source: Welfare and Institutions Code Sec. 4512.</i></p> |

### Comments:

#### New Regulations Passed

- CA Board of Occupational Therapy (*Source: Title 16, Div. 39, Sec. 4172*)
- CA Board of Behavioral Sciences (*Source: CA Code of Regulations, Title 16, Div. 18, Art. 1, Sec. 1815.5*)