

# Hawaii

**Medicaid Program:** Hawaii Quest

**Program Administrator:** Hawaii Dept. of Human Services

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STATE LAW/REGULATIONS	MEDICAID PROGRAM
<b>Definition of telemedicine/telehealth</b>	
<p>"Telehealth" means the use of telecommunications services, as defined in section 269<sup>(4)</sup>, to encompass four modalities: store and forward technologies, remote monitoring, live consultation, and mobile health; and which shall include but not be limited to real-time video conferencing-based communication, secure interactive and non<sup>(4)</sup>interactive web-based communication, and secure asynchronous information exchange, to transmit patient medical information, including diagnostic-quality digital images and laboratory results for medical interpretation and diagnosis, for the purpose of delivering enhanced health care services and information while a patient is at an originating site and the health care provider is at a distant site. Standard telephone contacts, facsimile transmissions, or e-mail text, in combination or by itself, does not constitute a telehealth service for the purposes of this section."</p> <p><i>Source: HI Revised Statutes Ch. 346, § 671, 457-2, 453-1.3, § 431:10A-116.3, 466J-6 &amp; 453-2 (SB 2395).</i></p> <p>Telehealth means health care services provided through telecommunications technology by a health care professional who is at a location other than where the covered person is located.</p> <p><i>Source: HI Revised Statutes Ch. 431.</i></p>	<p>No reference found.</p>
<b>Live Video Reimbursement</b>	
<p>Hawaii Medicaid and private payers are required to cover telehealth services (which includes live video) equivalent to reimbursement for the same services provided in-person.</p> <p><i>Source: HI Revised Statutes § 346 &amp; 431:10A-116.3 (SB 2395 - 2016).</i></p> <p><i>(See Medicaid column &amp; "Private Payers" Section)</i></p>	<p>Hawaii Quest will reimburse for live video, as long as it "includes audio and video equipment, permitting real-time consultation among the patient, consulting practitioner and referring practitioner."</p> <p><i>Source: Code of HI Rules 17-1737.</i></p> <p>GT, GQ or 95 modifier must be use. See Attachment A for full list of CPT codes that are "prime candidates" for telehealth services.</p>

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	<p><i>Source: HI Department of Human Services. Med-QUEST Division. Memo 17-01A. (Accessed Apr. 2018).</i></p>
<b>Store and Forward Reimbursement</b>	
<p>Hawaii Medicaid and private payers are required to cover appropriate telehealth services (which includes store and forward) equivalent to reimbursement for the same services provided in-person.</p> <p><i>Source: HI Revised Statutes § 346 &amp; 431:10A-116.3 (SB 2395 - 2016).</i></p> <p><i>(also see Medicaid column)</i></p>	<p>Hawaii Quest requires the patient to be “present and participating in the telehealth visit” therefore excluding store and forward from reimbursement.</p> <p><i>Source: Code of HI Rules 17-1737.</i></p> <p>Telemedicine-based retinal imaging and interpretation is not a covered service for PPS reimbursement.</p> <p><i>Source: Med-QUEST Provider Manual. Ch. 21: Federally Qualified Health Centers. Mar. 2016. (Accessed Apr. 2018).</i></p>
<b>Remote Patient Monitoring Reimbursement</b>	
<p>Hawaii Medicaid and private payers are required to cover appropriate telehealth services (which includes remote patient monitoring) equivalent to reimbursement for the same services provided in-person.</p> <p><i>Source: HI Revised Statutes § 346 &amp; 431:10A-116.3 (SB 2395 - 2016).</i></p>	<p>No reference found.</p>
<b>Email/Phone/FAX</b>	
<p>No reimbursement for email. No reimbursement for telephone. No reimbursement for FAX.</p> <p><i>Source: HI Revised Statutes § 431:10A-116.3.</i></p> <p><i>(also see Medicaid column)</i></p>	<p>No reimbursement for email. No reimbursement for telephone. No reimbursement for FAX.</p> <p><i>Source: Code of HI Rules 17-1737 (2012).</i></p> <p><b><u>Behavioral Health Services</u></b> Telephone services may not be billed to Medicaid as an office visit.</p> <p><i>Source: Medicaid Provider Manual. Ch. 15 Behavioral Health Services. Oct. 18, 2002. (Accessed Apr. 2018).</i></p>
<b>Online Prescribing</b>	
<p>Prescribing providers must have a provider-patient relationship prior to e-prescribing. This includes:</p> <ul style="list-style-type: none"> <li>• A face-to-face history and physical exam;</li> <li>• A diagnosis and therapeutic plan;</li> <li>• Discussion of diagnosis or treatment with the patient;</li> <li>• Availability of appropriate follow-up care.</li> </ul> <p><i>Source: HI Revised Statutes § 329-1 (2012).</i></p> <p>Treatment recommendations made via telemedicine are appropriate for traditional physician-patient settings that do not include a face-to-face visit, but in which prescribing is appropriate, including on-call telephone</p>	<p>No reference found.</p>

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<p>encounters and encounters for which a follow-up visit is arranged.</p> <p>Issuing a prescription based solely on an online questionnaire is prohibited.</p> <p>A physician-patient relationship may be established via telehealth if the patient is referred to the telehealth provider by another health care provider who has conducted an in-person consultation and has provided all pertinent patient information to the telehealth provider.</p> <p><i>Source: HI Revised Statutes § 453-1.3.</i></p>	
<b>Consent</b>	
No reference found.	No reference found.
<b>Location</b>	
<p><i>(see Medicaid column)</i></p>	<p>Eligible originating sites:</p> <ul style="list-style-type: none"> <li>• The office of a physician or practitioner;</li> <li>• Hospitals;</li> <li>• Critical Access Hospitals;</li> <li>• Rural Health Clinics;</li> <li>• Federally Qualified Health Centers;</li> <li>• Federal telehealth demonstration project sites.</li> </ul> <p>In addition, originating sites must be located in one of the following:</p> <ul style="list-style-type: none"> <li>• A federally designated Rural Health Professional Shortage Area;</li> <li>• A county outside of a Metropolitan Statistical Area;</li> <li>• An entity that participates in a federal telemedicine demonstration project.</li> </ul> <p><i>Source: Code of HI Rules 17-1737. – Law passed &amp; state plan amendment accepted prohibiting this limitation, however still the prohibiting language is still present in regulation.</i></p> <p>Approved state plan amendment authorizes HI Medicaid to remove geographic and originating site requirements.</p> <p><i>Source: HI State Plan Amendment 16-0004 &amp; Med-QUEST Memo 17-01A. (Accessed Apr. 2018)</i></p>
<b>Cross-State Licensing</b>	
<p>Out-of-state radiologists may provide services in Hawaii.</p> <p><i>Source: HI Revised Statutes § 453-2(b) (6).</i></p> <p>Commissioned medical officers or psychologists employed by the US Department of Defense and credentialed by Tripler Army Medical Center are exempt</p>	No reference found.

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<p>from licensing requirements when providing services to neighbor island beneficiaries within a Hawaii national guard armory.</p> <p><i>Source: HI Revised Statutes Sec. 453-2(3).</i></p>	
<b>Private Payers</b>	
<p>Hawaii requires coverage of telehealth services equivalent to reimbursement for the same services provided via-face-to-face contact.</p> <p><i>Source: HI Revised Statutes § 431:10A-116.3.</i></p>	No reference found.
<b>Site/Transmission Fee</b>	
No reference found.	No reference found.
<b>Miscellaneous</b>	
<p>Professional liability insurance for health care providers must provide malpractice coverage for telehealth equivalent to coverage for the same services provided via face-to-face contact.</p> <p><i>Source: HI Revised Statutes §671 (SB 2395 - 2016).</i></p>	<p>Act 226 includes both telemedicine and teledentistry services, and does not add any new services to those presently available to Medicaid recipients.</p> <p>The SPA was approved March 15, 2017. Providers are to use the 95, GT or GQ modifier with all CPT or HCPCS codes.</p> <p><i>Source: Medicaid.gov. Hawaii, SPA 16-0004. Approval Letter.</i></p>

**Comments:** In July 2011, Hawaii began implementing a mobile medical van telehealth pilot project, staffed by primary care providers, for consults with other health care providers.

*HI Revised Statutes, Div. 1, Title 20, Ch. 346 Note (2012).*

Hawaii and Alaska are the only two states with Medicare coverage of store and forward services.