

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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STATE LAW/REGULATIONS	MEDICAID PROGRAM
Definition of telemedicine/telehealth	
<p>Telehealth means the use of real-time interactive audio, video or other telecommunications or electronic technology, or store and forward telemedicine services a healthcare provider to deliver healthcare services to a patient within the scope of practice of the healthcare services provider when such provider is at a qualified site other than the site where the patient is located; and the patient is at a qualified site or at a school clinic staffed by a healthcare services provider and equipped to engage in the telecommunications described in this section and does not include audio only conversation; an electronic mail message or facsimile transmission.</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 interaction of a traditional encounter between a provider and a patient.</p> <p><i>Source: TN Rule Annotated, Rule 0880-02.-16.</i></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 Services p. 4, (July 2012) (Accessed Apr. 2018).</i></p>
Live Video Reimbursement	
<p>Health insurance entities (including managed care organizations) participating in the medical assistance program are required to provide coverage for telehealth (which includes live video) delivered services in a manner that is consistent with the health insurance policy or contract provided for in-person services.</p> <p><i>Source: TN Code Annotated, Title 56, Ch. 7, Part 10.</i></p>	<p>TennCare will reimburse for live video for crisis-related services.</p> <p><i>Source: TN Dept. of Mental Health and Substance Abuse Services, p. 4, (July 2012) (Accessed Apr. 2018).</i></p> <p>TennCare services are offered through managed care entities. Each MCO has their own unique telehealth policy.</p>

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(also see Private Payer section)	
Store and Forward Reimbursement	
<p>Health insurance entities required to cover telehealth services, which by definition includes store-and-forward.</p> <p><i>Source: TN Code Annotated, Title 56, Ch. 7, Part 10.</i></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 Services, p. 4, (July 2012) (Accessed Apr. 2018).</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>A physician-patient relationship can be established via telemedicine with or without a facilitator present. Certain conditions apply in each case. See rule for details.</p> <p><i>Source: TN Rule Annotated, Rule 0880-02.-16.</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> <p><i>Source: TN Bill SB 1223/HB 699 (2015).</i></p>	No reference found.
Consent	
No reference found.	The patient must be informed and given an opportunity to request an in-person assessment before receiving a telehealth assessment.

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	<p>This consent must be documented in the patient’s record.</p> <p><i>Source: TN Dept. of Mental Health and Substance Abuse Services, p. 8, (July 2012) (Accessed Apr. 2018).</i></p>
Location	
<p>Private payers are only required to reimburse for telehealth when the patient is located at a qualified site or a school clinic. Insurers may decide to reimburse for additional sites but are not required to.</p> <p><i>Source: TN Code Annotated, Title 56, Ch. 7, Part 1002.</i></p>	<p>No reference found.</p>
Cross-State Licensing	
<p>Tennessee enacted the Interstate Medical Licensure Compact.</p> <p><i>Source: TN Code 63-6-1300 (HB 664 – 2017).</i></p> <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>	<p>No reference found.</p>
Private Payers	
<p>Health insurance entities (including managed care organizations) participating in the medical assistance program are required to provide coverage for telehealth delivered services in a manner that is consistent with the health insurance policy or contract provided for in-person services.</p> <p><i>Source: TN Code Annotated, Title 56, Ch. 7, Part 10.</i></p>	<p>No reference found.</p>
Site/Transmission Fee	
<p>No reference found.</p>	<p>No reference found.</p>
Miscellaneous	

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<p>Teledentistry means “the delivery of dental health care and patient consultation through the use of telehealth 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> <p><u>Worker’s Compensation Reimbursement</u> Payment shall be based on the Medicare guidelines and coding, with the exception of the geographic restrictions.</p> <p><i>Source: TAC 0800-2-17-.05.</i></p>	