

Washington

Medicaid Program: Washington Medicaid

Medicaid Program Administrator: Washington State Health Care Authority

Regional Telehealth Resource Center:

Northwest Regional Telehealth Resource Center
 101 Wasatch Drive
 Salt Lake City, UT 84112
 (833) 747-0643
www.nrtrc.org

STATE LAW/REGULATIONS	MEDICAID PROGRAM
Definition of telemedicine/telehealth	
<p>“Telemedicine means the delivery of health care (or behavioral health) services through the use of interactive audio and video technology, permitting real-time communication between the patient at the originating site and the provider, for the purpose of diagnosis, consultation, or treatment. For purposes of this section only, ‘telemedicine’ does not include the use of audio-only telephone, facsimile, or email.”</p> <p><i>Source: Revised Code of WA Sec. 70.41.020 & 71.24 & WAC 246-335-605.</i></p> <p>“Telemedicine means the use of tele-monitoring to enhance the delivery of certain home health skilled nursing services through:</p> <ul style="list-style-type: none"> • The collection of clinical data and the transmission of such data between a patient at a distant location and the home health provider through electronic processing technologies. Objective clinical data that may be transmitted includes, but is not limited to, weight, blood pressure, pulse, respirations, blood glucose, and pulse oximetry; • The provision of certain education related to health care services using audio, video, or data communication instead of a face-to-face visit.” <p><i>Source: WA Admin. Code Sec. 182-551-2010.</i></p> <p>“Telehealth means providing physical therapy via electronic communication where the physical therapist or physical therapist assistant and the patient are not at the same physical location.”</p> <p><i>Source: WA Admin. Code Sec. 246-915-187.</i></p> <p>"Telehealth" means a collection of means or methods for enhancing health care, public health, and health</p>	<p>“Telemedicine is when a health care practitioner uses HIPAA-compliant interactive real-time audio and video telecommunications (including web-based applications) or store and forward technology to deliver covered services that are within his or her scope of practice to a client at a site other than the site where the provider is located.”</p> <p><i>Source: WA State Health Care Authority, Medicaid Provider Guide, Physician-Related Svcs./Health Care Professional Svcs., p. 76 (Mar. 1, 2018); School Based Health Care Services, p. 28 (Jan, 1, 2018) (Accessed Apr. 2018).</i></p>

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<p>education delivery and support using telecommunications technology. Telehealth encompasses a broad variety of technologies and tactics to deliver virtual medical, health, and education services.</p> <p><i>Source: WAC 246-335-605.</i></p> <p>Telemedicine is when a health care practitioner uses HIPAA-compliant, interactive, real-time audio and video telecommunications (including web-based applications) to deliver covered services that are within his or her scope of practice to a client at a site other than the site where the provider is located. Using telemedicine enables the health care practitioner and the client to interact in real-time communication as if they were having a face-to-face session. Telemedicine allows clients, particularly those in medically underserved areas of the state, improved access to essential health care services that may not otherwise be available without traveling long distances.</p> <p><i>Source: WA Admin. Code Sec. 182-531-1730.</i></p>	
Live Video Reimbursement	
<p>Insurers (including employee health plans and Medicaid Managed Care) must reimburse for live video, with some limitations.</p> <p><i>(See private payer section)</i></p> <p><i>Source: Revised Code of WA Sec. 48.43,435.</i></p> <p>Telemedicine is covered by the Department.</p> <p><i>Source: WA Admin. Code Sec. 182-531-0100.</i></p> <p>Behavioral health organizations who have a contract with the department shall reimburse a provider for behavioral health services provided to a covered person who is under 18 years old through telemedicine or store and forward if:</p> <ul style="list-style-type: none"> • The organization provides coverage for behavioral health services when provided in person; and • The service is medically necessary <p><i>Source: Revised Code of WA Sec. 71.24.</i></p>	<p>Yes, for patients with fee-for-service coverage when it is medically necessary. The referring provider is responsible for determining and documenting medical necessity.</p> <p>Client must be present and participating in telemedicine visit. Clients under the Family Planning, TAKE CHARGE, First Steps, and School Based Health Care Service program are also eligible for telemedicine through fee-for-service.</p> <p>For patients with managed care plan coverage, telehealth services will not be reimbursed separately. All services must be arranged and provided by primary care providers. It is not mandatory that the plan pay for telehealth services.</p> <p>WA Medicaid covers prenatal genetic counseling via telemedicine.</p> <p><i>Source: WA State Health Care Authority, Medicaid Provider Guide, Physician-Related Svcs./Health Care Professional Svcs., p. 76 & 171 (Mar. 1, 2018).</i></p> <p>Applied Behavior Analysis (ABA) for Clients Age 20 and Younger:</p> <ul style="list-style-type: none"> • Eligible telemedicine services: • Program supervision when the child is present • Family training, which does not require the child's presence

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	<p>See ABA fee schedule for telemedicine billing instructions.</p> <p><i>Source: WA State Health Care Authority, Medicaid Provider Guide, Applied Behavior Analysis for Clients 20 and Younger, p. 34 (Jan. 1, 2018) & 182-531A-1200. (Accessed Apr. 2018), https://www.hca.wa.gov/assets/billers-and-providers/ABA-services-bi-20180101.pdf</i></p> <p><u>Rural Health Clinics (RHCs)</u> RHCs are not authorized to serve as a distant site for telemedicine consultations.</p> <p><i>Source: WA State Health Care Authority, Medicaid Provider Guide, p. 45, Apr. 2018. https://www.hca.wa.gov/assets/billers-and-providers/RHC-20180401_0.pdf</i></p> <p><u>Teledentistry</u> Teledentistry can be delivered through a synchronous or asynchronous method. The agency covers teledentistry as a substitute for an in-person, face-to-face, hands-on encounter when medically necessary</p> <p>A dentist or authorized dental provider may delegate allowable tasks to dental hygienists and Expanded Function Dental Assistants through teledentistry. Delegation of tasks must be under general supervision.</p> <p>See manual for acceptable CPT codes.</p> <p><i>Source: WA State Health Care Authority, Medicaid Provider. Dental0Related Services, p. 83. Apr. 2018. https://www.hca.wa.gov/assets/billers-and-providers/Dental-related-serv-bi-20180401.pdf</i></p>
Store and Forward Reimbursement	
<p>Insurers (including employee health plans and Medicaid Managed Care) must reimburse for store-and forward, with some limitations.</p> <p><i>(See private payer section)</i></p> <p>Store and forward reimbursement is available only for covered services specified in the negotiated agreement between the health plan (or behavioral health organization) and health care provider.</p> <p>If the services are provided via store and forward, there must be an associated office visit between the patient and referring health care provider.</p> <p><i>Source: Revised Code of WA Sec. 48.43,435 & 71.24.</i></p>	<p>Store and forward is reimbursed for teledermatology.</p> <p>WA Medicaid pays for store and forward when all of the following conditions are met:</p> <ul style="list-style-type: none"> • There is an associated office visit that can be done either in person or via asynchronous telemedicine. • The transmission of information is HIPAA compliant • Written informed consent is obtained <p>If the consultation results in a face-to-face visit in-person or via telemedicine with the specialist within 60 days of the store and forward consult, the agency does not pay for the consult.</p> <p>Teledermatology services via store and forward must be billed with GQ modifier and 02 POS Code from the distant site. The sending provider bills as usual with the E&M code and no modifier.</p> <p>See manual for acceptable CPT/HCPCS codes.</p>

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	<p data-bbox="834 281 1507 359"><i>Source: WA State Health Care Authority, Medicaid Provider Guide, Physician-Related Svcs./Health Care Professional Svcs., p. 92 (Mar. 1, 2018). (Accessed Apr. 2018).</i></p> <p data-bbox="834 380 1003 411"><u>Teledentistry</u></p> <p data-bbox="834 413 1500 533">Teledentistry can be delivered through a synchronous or asynchronous method. The agency covers teledentistry as a substitute for an in-person, face-to-face, hands-on encounter when medically necessary.</p> <p data-bbox="834 562 1300 594">See manual for acceptable CPT codes.</p> <p data-bbox="834 623 1430 674"><i>Source: WA State Health Care Authority, Medicaid Provider. Dental0Related Services, p. 83. Apr. 2018.</i></p>
Remote Patient Monitoring Reimbursement	

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(see Medicaid column)	<p>The Medicaid agency covers the delivery of home health services through telemedicine.</p> <p>Services are provided for clients who have been diagnosed with an unstable condition, and who may be at risk for hospitalization or a more costly level of care.</p> <p>Coverage is limited to one telemedicine interaction, per patient, per day, based on the ordering licensed practitioner's care plan.</p> <p>Eligible services:</p> <ul style="list-style-type: none"> • Assessment and monitoring of clinical data including, but not limited to, vital signs, pain levels and other biometric measures specified in the plan of care; • Assessment of response to previous changes in the plan of care; • Detection of condition changes based on the telemedicine encounter that may indicate the need for a change in the plan of care. • Implementation of a management plan <p>Must be provided by a Registered Nurse or Licensed Practical Nurse.</p> <p>The Medicaid agency does not require prior authorization for the delivery of home health services through telemedicine.</p> <p><i>Source: WA State Health Care Authority, Medicaid Provider Guide, Home Health Svcs. (Acute Care Svcs.), p. 26-28 (Jan. 1, 2018). (Accessed Apr. 2018). https://www.hca.wa.gov/assets/billers-and-providers/Home-Health-Services-20180101.pdf</i></p> <p>Home health monitoring not covered in Applied Behavior Analysis Program for clients Age 20 or younger.</p> <p><i>Source: WA State Health Care Authority, Medicaid Provider Guide, Applied Behavior Analysis for Clients 20 and Younger, p. 40 (Jan. 1, 2018). (Accessed Apr. 2018). https://www.hca.wa.gov/assets/billers-and-providers/ABA-services-bi-20180101.pdf</i></p>
Email/Phone/FAX	
No reference found.	<p>No reimbursement for email. No reimbursement for telephone. No reimbursement for FAX.</p> <p><i>Source: WA State Health Care Authority, Medicaid Provider Guide, Physician-Related Svcs./Health Care Professional Svcs., p. 74 (Mar. 1, 2018). (Accessed Apr. 2018).</i></p>
Online Prescribing	

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<p>The WA Medical Quality Assurance Commission has issued guidelines on the use of the Internet in medical practices. A guideline does not have the force of law, but can be considered by the Commission to be the standard of practice in the state.</p> <p>A documented patient evaluation, including history and physical evaluation adequate to establish diagnoses and identify underlying conditions and/or contra-indications to the treatment recommended/provided, must be obtained prior to providing treatment, including issuing prescriptions, electronically or otherwise.</p> <p>Treatment and consultation recommendations made in an online setting, including issuing a prescription via electronic means, will be held to the same standards of appropriate practice as those in in-person settings.</p> <p>Treatment, including issuing a prescription, based solely on an online questionnaire or consultation does not constitute an acceptable standard of care.</p> <p><i>Source: Washington Medical Quality Assurance Commission, Guidelines for Appropriate Use of the Internet in Medical Practice,</i></p>	<p>No reference found.</p>
Consent	
<p>No reference found.</p>	<p>Consent must be obtained for store-and-forward.</p> <p><i>Source: WA State Health Care Authority, Medicaid Provider Guide, Physician-Related Svcs./Health Care Professional Svcs., p. 92 (Mar. 1, 2018). (Accessed Apr. 2018).</i></p>
Location	
<p>Eligible Originating Sites (Medicaid)</p> <ul style="list-style-type: none"> • Clinics; • Dental offices; • Home or any location determined appropriate by the individual receiving the service; • Hospitals—inpatient or outpatient; • Neurodevelopmental centers; • Schools; • Rural health clinic; • Federally qualified health center; • Physician’s or other health care provider’s office; • Community mental health center/chemical dependency settings; • Skilled nursing facility; or • Renal dialysis center <p>Originating sites may not distinguish between rural and urban originating sites.</p>	<p>Eligible originating sites:</p> <ul style="list-style-type: none"> • Clinics • Community mental health/chemical dependency settings • Dental offices • Federally qualified health center (FQHC) • Home or any location determined appropriate by the individual receiving service • Hospitals (inpatient and outpatient) • Neurodevelopmental centers • Physician or other health professional’s office • Rural health clinics (RHC) • Schools • Skilled nursing facilities <p>Originating site provider responsible for determining and documenting that telemedicine is medically necessary.</p>

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<p><i>Source: Revised Code of WA Sec. 41.05700 & Admin Code 182-531-1730.</i></p> <p>Eligible Originating Sites (private payers)</p> <ul style="list-style-type: none"> • Hospital • Rural health clinic • Federally qualified health center • Physician's or other health care provider's office • Community mental health center • Skilled nursing facility • Renal dialysis center, except an independent renal dialysis center • Home or any location determined appropriate by the individual receiving the service; (Effective Jan. 1, 2018) • Originating sites may not distinguish between rural and urban originating sites. <p><i>Source: RCW 48.43.735.</i></p>	<p><i>Source: WA State Health Care Authority, Medicaid Provider Guide, Physician-Related Svcs./Health Care Professional Svcs., p. 75 (Mar. 1, 2018). (Accessed Apr. 2018).</i></p> <p>When the originating site is a school, the school district must submit a claim on behalf of both the originating and distant site.</p> <p><i>Source: WA State Health Care Authority, Medicaid Provider Guide, School Based Health Care Services, p. 27 (Jan. 1, 2018 (Accessed Apr. 2018). https://www.hca.wa.gov/assets/billers-and-providers/SBHS-20180101.pdf</i></p>
Cross-State Licensing	
<p>WA enacted the Interstate Medical Licensure Compact.</p> <p><i>Source: RCW 43.70.250 (HB 1337 – 2017)</i> http://lawfilesexternal.leg.wa.gov/biennium/2017-18/Pdf/Bills/Session%20Laws/House/1337.SL.pdf#page=1</p>	<p>No reference found.</p>
Private Payers	
<p>Insurers (including employee health plans and Medicaid Managed Care) must reimburse a provider for services delivered through telemedicine or store and forward if:</p> <ul style="list-style-type: none"> • The plan provides coverage when provided in-person; • The health care service is medically necessary; and • The health care service is a service recognized as an essential health benefit under section 1302(b) of the federal patient protection and affordable care act. <p><i>Source: RCW 48.43.735.</i></p>	<p>No reference found.</p>
Site/Transmission Fee	
<p>An originating site (other than a home) can charge a facility fee, but it is subject to a negotiated agreement between the originating site and the health plan.</p> <p><i>Source: RCW 48.43.735.</i></p>	<p>Facility fees for originating sites, except inpatient hospitals.</p> <p><i>Source: WA State Health Care Authority, Medicaid Provider Guide, Physician-Related Svcs./Health Care Professional Svcs., p. 65 (Mar. 1, 2018). (Accessed Apr. 2018).</i></p>
Miscellaneous	
Physical Therapy	Requires the use of modifier 95 or GT. The GT modifier

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<p>Licensed physical therapists and physical therapist assistants may provide physical therapy via telehealth. The clinical record must indicate that the physical therapy occurred via telehealth.</p> <p><i>Source: WA Admin. Code Sec. 246-915-187.</i></p> <p>Collaborative for the advancement of telemedicine was created to develop recommendations on improving reimbursement and access to care, and review the concept of telemedicine payment parity.</p> <p><i>Source: SB 6163 - 2018. http://lawfilesexternal.wa.gov/biennium/2017-18/Pdf/Bills/Session%20Laws/Senate/6163.SL.pdf</i></p> <p><i>Source (parity): SB 6399 – 2018. http://lawfilesexternal.wa.gov/biennium/2017-18/Pdf/Bills/Session%20Laws/Senate/6399-S.SL.pdf</i></p>	<p>may be discontinued at a later date.</p> <p>A new point of service code 02 has been created.</p> <p><i>Source: WA State Health Care Authority, Medicaid Provider Guide, Physician-Related Svcs./Health Care Professional Svcs., p. 65 (Mar. 1, 2018). (Accessed Apr. 2018).</i></p>

Comment: WA State requires a provider directory to be updated monthly. For each health plan, the associated provider directory must include information about available telemedicine services and specifically described for each provider.

Source: WA Admin. Code Sec. 284-43-204.