

California

Medicaid Program: Medi-Cal

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

Regional Telehealth Resource Center: California Telehealth Resource Center

Covers the States of: California

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Medicaid Telehealth Reimbursement	Summary	<p>Medi-Cal reimburses for a limited set of services via live video. Specific CPT/HCPCS codes are outlined in the Medi-Cal manual. Medi-Cal will also reimburse store-and-forward for teledermatology, tele-ophthalmology and teledentistry for certain CPT/HCPCS codes.</p>
	Definitions	<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>Source: CA Department of Health Care Services. <i>Medi-Cal Part 2 General Medicine Manual. Telehealth. (Sept. 2017) (Accessed Sept. 2018).</i></p>
	Live Video	Policy

Eligible Services / Specialties

Specific eligible CPT/HCPCS codes are provided in Medi-Cal and Denti-Cal manuals.

Source: CA Department of Health Care Services. *Medi-Cal Part 2 General Medicine Manual. Telehealth.* (Sept. 2017), (Accessed Apr. 2018) & *Denti-Cal Provider Handbook.* (4-13 to 4-15). (Sept. 2018).

CA Children’s Services Program lists eligible CPT/HCPCS codes in Numbered Letters 16-1217 & 09-0718. Codes specifically include tele-speech, tele-auditory verbal therapy, tele-auditory habilitation and tele-auditory rehabilitation services in the home, with the parent or guardian working with the speech therapist at the distant site.

Source: Department of Health Care Services. *Numbered letter 16-1217 to the CA Children’s Services Program and Genetically Handicapped Persons Program (GHPP).* Dec. 22, 2017. Accessed Sept. 2018 & *Number Letter 09-0718 to CA Children’s Services Program.* (Jul. 10, 2018). (Accessed Sept. 2018).

Eligible Providers

Allied dental professionals are not permitted to bill for teledentistry.

Source: *Denti-Cal Provider Handbook.* (4-13 to 4-15). (Apr. 2018).

Eligible Sites

The type of setting where services are provided is not limited.

Source: CA Department of Health Care Services. *Medi-Cal Part 2 General Medicine Manual. Telehealth.* (Sept. 2017), (Accessed Sept. 2018).

CA Children’s Services Program lists eligible CPT/HCPCS codes related to tele-speech, tele-auditory verbal therapy, tele-auditory habilitation and tele-auditory rehabilitation services in the home, with the parent or guardian working with the speech therapist at the distant site.

Source: Department of Health Care Services. *Number Letter 09-0718 to CA Children’s Services Program.* (Jul. 10, 2018). (Accessed Sept. 2018).

Geographic Limits

No reference found.

Facility/Transmission Fee

Medi-Cal will reimburse the originating site a facility fees, and originating and distant site for live video transmission costs.

Source: CA Department of Health Care Services. *Medi-Cal Part 2 General Medicine Manual. Telehealth.* (Sept. 2017), (Accessed Sept. 2018).

Medicaid Telehealth Reimbursement

Store-and-Forward	Policy	<p>Medi-Cal will reimburse for store-and-forward services for certain specialties.</p> <p>Source: Sec. 14132.725 of the Welfare and Institutions Code.</p>
	Eligible Services/Specialties	<p>Eligible specialties include tele-dermatology, tele-ophthalmology and teledentistry.</p> <p>See Medi-Cal and Denti-Cal manual for eligible codes.</p> <p>Source: Sec. 14132.725 of the Welfare and Institutions Code & CA Department of Health Care Services. Medi-Cal Part 2 General Medicine Manual. Telehealth. (Sept. 2017), (Accessed Sept. 2018) & Denti-Cal Provider Handbook. (4-13 to 4-15). (Sept. 2018).</p>
	Geographic Limits	No reference found.
	Transmission Fee	<p>The originating site is eligible for a facility fee. A transmission fee is only reimbursed for live video, and therefore store-and-forward is not eligible.</p> <p>Source: CA Department of Health Care Services. Medi-Cal Part 2 General Medicine Manual. Telehealth. (Sept. 2017), (Accessed Sept. 2018).</p>
Remote Patient Monitoring	Policy	No reference found.
	Conditions	No reference found.

Medicaid Telehealth Reimbursement

Provider Limitations	No reference found.
Other Restrictions	No reference found.
Email / Phone / Fax	<p>Medi-Cal does not reimburse for telephone calls, electronic mail messages or facsimile transmissions.</p> <p>Source: CA Department of Health Care Services. <i>Medi-Cal Part 2 General Medicine Manual. Telehealth. (Sept. 2017), (Accessed Sept. 2018).</i></p>
Consent	<p>Provider must obtain oral consent from the patient and document it in the patient record.</p> <p>Source: CA Department of Health Care Services. <i>Medi-Cal Part 2 General Medicine Manual. Telehealth. (Sept. 2017), (Accessed Sept. 2018).</i></p>
Out of State Providers	<p>For rules pertaining to out-of-state providers, see Medi-Cal's Out-of-State providers FAQs.</p> <p>Source: CA Department of Health Care Services. <i>Medi-Cal: Out-of-state providers FAQs. (Accessed Sept. 2018).</i></p>

Medicaid Telehealth Reimbursement	Miscellaneous	<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>Source: CA Department of Health Care Services. <i>Medi-Cal Special Programs FAQs</i>. (Accessed Sept. 2018).</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>Source: <i>Welfare and Institutions Code Sec. 4512</i>.</p> <p>Medicaid must ensure that all managed care covered services are available and accessible to enrollees of Medicaid managed care plans in a timely manner. Telecommunications technologies can be used as a means to meet time and distance standards in some circumstances. See regulation for details.</p> <p>Source: <i>CA Welfare and Institutions Code Sec. 14197</i>.</p>	
		Definitions	<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>Source: <i>CA Business & Professions Code Sec. 2290.5</i>.</p>
		Requirements	<p>Private payers cannot require that in-person contact occur before payment is made for covered telehealth services, subject to contract terms and conditions. Health plans cannot limit the settings where services are provided. Settings are still subject to contract terms and conditions.</p> <p>Source: <i>CA Health & Safety Code Sec. 1374.13</i>.</p>
Private Payer Laws	Parity	Service Parity	<p>Private payers cannot require that in-person contact occur before covering a telehealth delivered service, but it is subject to the terms and conditions of the contract.</p> <p>Source: <i>CA Health & Safety Code Sec. 1374.13</i>.</p>
		Payment Parity	<p>No explicit payment parity.</p>

Definitions

“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.”

Source: CA Business & Professions Code Sec. 2290.5.

Consent

The originating site provider must obtain and document verbal or written patient consent prior to service delivery.

Source: CA Business & Professions Code Sec. 2290.5.

Occupational Therapy

Informed consent must be obtained by the occupational therapist prior to the use of telehealth to deliver services.

Source: CA Code of Regulations, Title 16, Div. 39, Art. 8, Sec. 4172.

Behavioral Sciences

A licensee must obtain informed consent from a client.

Source: CA Code of Regulations, Title 16, Div. 18, Art. 1, Sec. 1815.5.

Online Prescribing

Providers are prohibited from prescribing or dispensing dangerous drugs or dangerous devices on the Internet without an appropriate prior examination and medical indication.

Source: CA Business & Professions Code Sec. 2242.1(a).

Remote Dispensing Site Pharmacies

Remote dispensing site pharmacies are permitted to dispense or provide pharmaceutical care services in medically underserved areas. A supervising pharmacy must provide telepharmacy services to the remote dispensing site pharmacy and shall not be located greater than 150 road miles from the remote dispensing site pharmacy.

Source: CA Business & Professionals Code Sec. 4130-4135.

Cross-State Licensing

No reference found.

Miscellaneous

Professional regulation with telehealth specific standards

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

