

# Colorado

**Medicaid Program:** Colorado Medicaid

**Program Administrator:** Colorado Dept. of Health Care Policy and Financing

**Regional Telehealth Resource Center:** Southwest Telehealth Resource Center

**Covers the States of:** Arizona, Colorado, Nevada, New Mexico & Utah

[www.southwesttrc.org](http://www.southwesttrc.org)

Medicaid Telehealth Reimbursement	Summary	<p>Colorado Medicaid reimburses for live video for medical and mental health services. They also provide reimbursement for remote patient monitoring for patients with certain chronic conditions. Colorado Medicaid requires a member to be present and participating in a telemedicine service, excluding the possibility of utilizing store-and-forward.</p>
	Definitions	<p>Telemedicine is not a unique service, but a means of providing selected services approved by Health First Colorado through live interactive audio and video telecommunications equipment.</p> <p><b>Source:</b> CO Department of Health Care Policy and Financing. "Telemedicine" (6/18). (Accessed Sept. 2018).</p> <p>Telehealth services include the installation and on-going remote monitoring of clinical data through technologic equipment in order to detect minute changes in the client's clinical status that will allow Home Health agencies to intercede before a chronic illness exacerbates requiring emergency intervention or inpatient hospitalization</p> <p><b>Source:</b> CO Medical Assistance Program, Home Health Billing Manual, p. 12 (6/18), (Accessed Sept. 2018).</p> <p>Telehealth allows for the monitoring of a member's health status remotely via equipment, which transmits data from the member's home to the member's home health agency. The purpose of providing telehealth services is to assist in the effective management and monitoring of members whose medical needs can be appropriately and cost-effectively met at home through the frequent monitoring of data and early intervention.</p> <p><b>Source:</b> CO Department of Health Care Policy and Financing. "Home Health Telehealth". (Accessed Sept. 2018).</p>
	Live Video Policy	<p>CO Medicaid will cover telemedicine direct member services which can involve up to two collaborating providers and the member. It is also acceptable for an originating provider not to be present, as long as the telecommunication equipment facilitates live contact between a member and a distant provider.</p> <p><b>Source:</b> CO Department of Health Care Policy and Financing. "Telemedicine" (6/18). (Accessed Sept. 2018).</p> <p>Services shall be subject to reimbursement policies developed by the medical assistance program. Reimbursement must be the same as in-person services.</p> <p><b>Source:</b> CO Revised Statutes 25.5-5-320.</p>

Eligible Services / Specialties

Colorado Medicaid will reimburse for medical and mental health services.

**Source:** CO Revised Statutes 25.5-5-320.

Eligible Providers

A primary care provider (PCP) is eligible to be reimbursed as the 'originating provider'. In order for a PCP to be reimbursed as a distant provider, the PCP must be able to facilitate an in-person visit in the state of CO if necessary for treatment of the member's condition.

A specialist is eligible to be an originating provider or distant provider.

**Source:** CO Department of Health Care Policy and Financing. "Telemedicine" (6/18). (Accessed Sept. 2018).

Eligible Sites

If no originating provider is present, then the location of the originating site is at the member's discretion and can include the member's home.

**Source:** CO Department of Health Care Policy and Financing. "Telemedicine" (6/18). (Accessed Sept. 2018).

Geographic Limits

No reference found.

Facility/Transmission Fee

The originating site is eligible for a facility fee.

Providers eligible for the originating site facility fee include:

- Physician
- Clinic
- Osteopath
- FQHC
- Doctorate Psychologist
- MA Psychologist
- Physician Assistant
- Nurse Practitioner

Other sites can serve as an originating site, but cannot collect the facility fee.

Using modifier GT adds \$5.00 to the procedure code billed for the service for distant site providers for the transmission fee. A specific list of eligible codes is provided in the manual. Other codes can be billed, but do not pay the telehealth transmission fee.

**Source:** CO Department of Health Care Policy and Financing. "Telemedicine" (6/18). (Accessed Sept. 2018).

The CO Medical Assistance Program will reimburse for transmission costs, at a rate set by their state department.

**Source:** CO Revised Statutes 25.5-5-320.

## Medicaid Telehealth Reimbursement

Store-and-Forward	Policy	<p>The member must be present during any Telemedicine Direct Member Services that involve two collaborating providers.</p> <p><b>Source:</b> CO Department of Health Care Policy and Financing. "Telemedicine" 6/18. (Accessed Sept. 2018).</p>
	Eligible Services/Specialties	No reference found.
	Geographic Limits	No reference found.
	Transmission Fee	No reference found.
Remote Patient Monitoring	Policy	<p>The CO Medical Assistance Program will reimburse for Remote Patient Monitoring at a fee set by the state board.</p> <p><b>Source:</b> (Reimbursement): CO Revised Statutes 25.5-5-321.  <b>Source:</b> (Requirements): 10 CO Code of Regulation 2505-10 8.524.</p> <p>CO Medicaid reimburses telehealth monitoring for qualified clients (see requirements below).</p> <p><b>Source:</b> CO Medical Assistance Program, Home Health Billing Manual, p. 12 (6/18), (Accessed Sept. 2018).</p>

# Medicaid Telehealth Reimbursement

Remote Patient Monitoring	Conditions	<p>The following requirements must be met:</p> <ul style="list-style-type: none"> <li>• The patient is receiving services from a home health provider for at least one of the following: congestive heart failure, chronic obstructive pulmonary disease, asthma, or diabetes;</li> <li>• The patient requires monitoring at least five times weekly to manage the disease, as ordered by a physician or podiatrist;</li> <li>• The patient has been hospitalized two or more times in the last 12 months for conditions related to the disease;</li> <li>• The patient or caregiver misses no more than five monitoring events in a 30-day period;</li> <li>• The patient's home has space for all program equipment and full transmission capability.</li> </ul> <p><b>Source:</b> (Reimbursement): CO Revised Statutes 25.5-5-321 &amp; 10 CO Code of Regulation 2505-10 8.524 &amp; CO Department of Health Care Policy and Financing. "Home Health Telehealth". (Accessed Sept. 2018).</p>
	Provider Limitations	<p>Acute home health agencies and long-term home health agencies are reimbursed for the initial installation and education of telehealth monitoring equipment and can be billed once per client per agency. The agency can also bill for every day they receive and review the client's clinical information.</p> <p>No prior authorization needed, but agencies should notify the Department or its designee when a client is enrolled in the service.</p> <p><b>Source:</b> CO Medical Assistance Program, Home Health Billing Manual, p. 12 (6/18), (Accessed Sept. 2018).</p>
	Other Restrictions	<p>Additional restrictions apply. See Colorado Code of Regulations for more information.</p> <p>Medicaid Home Health will reimburse for services only if the patient has no other insurance.</p> <p><b>Source:</b> 10 CO Code of Regulation 2505-10 8.524.</p>
Email / Phone / Fax	<p>No reimbursement for telephone.</p> <p>No reimbursement for FAX.</p> <p><b>Source:</b> CO Department of Health Care Policy and Financing. "Telemedicine" (6/18). (Accessed Sept. 2018).</p>	

Medicaid Telehealth Reimbursement

Consent

The Medicaid requirement for face-to-face contact between provider and member may be waived prior to treating the member through telemedicine for the first time. The rendering provider must furnish each member with all of the following written statements which must be signed by the member or the member’s legal representative:

- The member retains the option to refuse the delivery of health care services via telemedicine at any time without affecting the member’s right to future care or treatment and without risking the loss or withdrawal of any program benefits to which the member would otherwise be entitled.
- All applicable confidentiality protections shall apply to the services.
- The member shall have access to all medical information resulting from the telemedicine services as provided by applicable law for client access to his or her medical records.

These requirements do not apply in an emergency.

**Source:** CO Department of Health Care Policy and Financing. “Telemedicine” (6/18). (Accessed Sept. 2018).

Out of State Providers

No reference found.

Miscellaneous

Managed care may or may not reimburse telemedicine costs.

**Source:** CO Department of Health Care Policy and Financing. “Telemedicine” (6/18). (Accessed Sept. 2018).

Provider of telemedicine services are required to implement certain confidentiality procedures.

**Source:** CO Department of Health Care Policy and Financing. “Telemedicine” (6/18). (Accessed Sept. 2018).

Costs and salaries associated with telemedicine visits at an FQHC are included in the cost report and are not billable encounters. The services are reimbursed through the prospective payment system.

**Source:** CO Department of Health Care Policy and Financing. “Federally Qualified Health Centers (FQHCs) and Rural Health Clinics (RHCs)” (Accessed Sept. 2018).

Private Payer Laws

Definitions

Telehealth means a mode of delivery of healthcare services through telecommunications systems, including information, electronic, and communication technologies, to facilitate the assessment, diagnosis, consultation, treatment, education, care management, or self-management of a covered person’s health care while the covered person is located at an originating site and the provider is located at a distant site. The term includes synchronous interactions, store-and-forward transfers and services provided through HIPAA Compliant interactive audio visual communication or the use of a HIPAA compliant application via a cellular telephone. Telehealth does not include the delivery of health care services via voice only telephone communication or text messaging, facsimile machine or electronic mail.

**Source:** CO Revised Statutes 10-16-123(2) (h) (4) (e) (I & II).

Private Payer Laws	Requirements	<p>A health benefit plan that is issued, amended or renewed shall not restrict or deny coverage solely because the service is provided through telehealth or based on the communication technology or application used to deliver the telehealth services, subject to the terms and conditions of the plan. A health plan is not required to pay for consultation provided by a provider by telephone or facsimile unless the consultation is provided through HIPAA compliant interactive audio-visual communication or the use of a HIPAA compliant application via a cellular telephone.</p> <p>A carrier shall include in the payment for telehealth interactions reasonable compensation to the originating site for the transmission cost incurred during the delivery of health care services through telehealth except for when the originating site is a private residence.</p> <p><b>Source:</b> CO Revised Statutes 10-16-123.</p>	
	Parity	Service Parity	CO insurers cannot deny coverage solely because the service is provided through telehealth. However, use of the word solely, may mean they can find other reasons, such as the service doesn't meet the appropriate standard of care in the insurer's view.
		Payment Parity	No explicit payment parity.
Professional Regulation/Health & Safety	Definitions	<p>"Telehealth" means a mode of delivery of health care services through telecommunication systems, including information, electronic, and communication technologies, to facilitate the assessment, diagnosis, consultation, treatment, education and care management of a resident's health care when the resident and practitioner are located at different sites. Telehealth includes 'telemedicine' as defined in Section 12-36-102.5(8), C.R.S."</p> <p><b>Source:</b> 6 CO Regs. Rule 1011-1. Ch. 5.</p> <p>"Telemedicine means the delivery of medical services and any diagnosis, consultation, or treatment using interactive audio, interactive video, or interactive data communication."</p> <p><b>Source:</b> CO Revised Statutes 12-36-102.5.</p>	
	Consent	<p>Providers shall give all first-time patients a written statement that includes the following:</p> <ul style="list-style-type: none"> <li>• The patient may refuse telemedicine services at any time, without loss or withdrawal of treatment;</li> <li>• All applicable confidentiality protections shall apply to the services;</li> <li>• The patient shall have access to all medical information from the services, under state law.</li> </ul> <p><b>Source:</b> CO Revised Statutes 25.5-5-320.</p> <p><b>Workers' Compensation</b> The patient needs to give consent.</p> <p><b>Source:</b> 7 CO Regs. Rule 18.</p>	

Online Prescribing

Pharmacists are prohibited from dispensing prescription drugs if they know, or should have known, that it was on the basis of an internet-based questionnaire, an internet-based consult, or a telephone consultation, all without a valid pre-existing patient-practitioner relationship.

**Source:** 3 CO Code of Regulation 719-1.

**Workers' Compensation**

The physician-patient relationship/psychologist-patient relationship can be established through live audio/video services.

**Source:** 7 CO Regs. Rule 18.

Cross State Licensing

Member of the interstate medical licensure compact.

**Source:** HB 1047 (2016).

Colorado adopted the interjurisdictional Compact of the Association of State and Provincial Psychology Boards (PSYPACT). (The Compact becomes effective 1/1/2020 unless a seventh state enacts the Compact before then).

**Source:** HB 1017 (2018).

Member of the Physical Therapy Compact.

**Source:** HB 1057 (2017).

Member of the Nurses Licensure Compact.

**Source:** Current NLC States & Status. Nurse Licensure Compact. Accessed. Sept. 2018.

Miscellaneous

Colorado law includes in its definition of "health care services" the rendering of services via telemedicine.

**Source:** CO Revised Statutes 10-16-102.

**Worker's Compensation Telehealth/Telemedicine Definition**

Telehealth - a mode of delivery of health care services through telecommunications systems, including information, electronic, and communication technologies, to facilitate the assessment, diagnosis, consultation, treatment, education, care management, and/or self-management of an injured worker's health care while the injured worker is located at an originating site and the provider is located at a distant site. The term includes synchronous interactions and store-and-forward transfers. The term does not include the delivery of health care services via telephone with audio only function, facsimile machine, or electronic mail systems.

Telemedicine means two-way, real time interactive communication between the injured worker, and the provider at the distant site. This electronic communication involves, at minimum, audio and video telecommunications equipment. Telemedicine enables the remote diagnoses and evaluation of injured workers in addition to the ability to detect fluctuations in their medical condition(s) at a remote site in such a way as to confirm or alter the treatment plan, including medications and/or specialized therapy.

**Source:** 7 CCR 1101-3, Rules 16.

