

# Hawaii

**Medicaid Program:** Hawaii Medicaid

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

**Regional Telehealth Resource Center:** Pacific Basin Telehealth Resource Center

**Covers the States of:** Hawaii & US affiliated Pacific Islands

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Medicaid Telehealth Reimbursement	Summary	<p>Hawaii Medicaid reimburses for live video. Although their statute prohibits HI Medicaid from placing any restrictions on originating sites, regulations creating restrictions on the types of originating site eligible for reimbursement and their geographic location still exist in Hawaii Rules. HI indicated in a memo that a state plan amendment was approved that allows for the changes in Hawaii Medicaid policy based on the statutory requirements, but it did not provide any specifics on removing the originating site or geographic restrictions currently present in HI rules.</p> <p>Additionally, according to Hawaii's statutory definition of telehealth, they should also be reimbursing for store-and-forward and remote patient monitoring, however CCHP has yet to find any documentation from Hawaii Medicaid that they are reimbursing for these modalities.</p>
	Definitions	<p>"Telehealth" means the use of telecommunications services, as defined in section 269-1, 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-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><b>Source:</b> HI Revised Statutes Ch. 346, § 346-59.1(g).</p>
	Live Video	<p><b>Policy</b></p> <p>Hawaii Medicaid is required under statute to reimburse telehealth equivalent to reimbursement for the same services provided via face-to-face contact.</p> <p><b>Source:</b> HI Revised Statutes § 346-59.1(b).</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><b>Source:</b> Code of HI Rules 17-1737-15.1(c).</p>

Eligible Services / Specialties

GT, GQ or 95 modifier must be use. See Attachment A in Med-QUEST Memo for full list of CPT codes that are “prime candidates” for telehealth services. Distant site providers should use the 02 Place of Service Code. Codes listed in Attachment A are considered prime candidates for telehealth reimbursement.

**Source:** HI Department of Human Services. Med-QUEST Division. Memo 17-01A & Attachment A & Hawaii State Plan Amendment 16-0004. Medicaid.gov. Approval Letter, (Accessed Sept. 2018).

Eligible Providers

No reference found.

Eligible Sites

Eligible originating sites:

- The office of a physician or practitioner;
- Hospitals;
- Critical Access Hospitals;
- Rural Health Clinics;
- Federally Qualified Health Centers;
- Federal telehealth demonstration project sites.

**Source:** Code of HI Rules 17-1737. – Law passed & state plan amendment accepted prohibiting this limitation, however the prohibiting language is still present in regulation.

Approved state plan amendment authorizes HI Medicaid to remove geographic and originating site requirements.

**Source:** HI State Plan Amendment 16-0004 & Med-QUEST Memo 17-01A. (Accessed Sept. 2018).

Geographic Limits

In addition, originating sites must be located in one of the following:

- A federally designated Rural Health Professional Shortage Area;
- A county outside of a Metropolitan Statistical Area;
- An entity that participates in a federal telemedicine demonstration project.

**Source:** Code of HI Rules 17-1737. – Law passed & state plan amendment accepted prohibiting this limitation, however the prohibiting language is still present in regulation.

Approved state plan amendment authorizes HI Medicaid to remove geographic and originating site requirements.

**Source:** HI State Plan Amendment 16-0004 & Med-QUEST Memo 17-01A. (Accessed Sept. 2018).

# Medicaid Telehealth Reimbursement

Store-and-Forward	Live Video	Facility/Transmission Fee	No reference found.
	Eligible Services/Specialties	Policy	<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><b>Source:</b> <i>HI Revised Statutes § 346 &amp; 431:10A-116.3 (SB 2395 - 2016).</i></p> <p>Hawaii Quest requires under the definition of originating site that the patient to be “present and participating in the telehealth visit” when the telehealth service is being provided therefore excluding store-and-forward from reimbursement.</p> <p><b>Source:</b> <i>HI Revised Statutes Ch. 346, § 59.1.</i></p>
		Eligible Services/Specialties	<p><b>Federally Qualified Health Centers</b> Telemedicine-based retinal imaging and interpretation is not a covered service for PPS reimbursement. A face-to-face encounter with a member by an ophthalmologist or optometrist is eligible for PPS reimbursement, regardless of whether retinal imaging or interpretation is a component of the services provided.</p> <p><b>Source:</b> <i>Med-QUEST Provider Manual. Ch. 21: Federally Qualified Health Centers. Mar. 2016, p. 4. (Accessed Sept. 2018).</i></p>
		Geographic Limits	No reference found.
	Transmission Fee	No reference found.	
	Remote Patient Monitoring	Policy	<p>Hawaii Medicaid and private payers are required to cover appropriate telehealth services (which includes store-and-forward and remote patient monitoring) equivalent to reimbursement for the same services provided in-person.</p> <p><b>Source:</b> <i>HI Revised Statutes Ch. 346, § 59.1.</i></p>

# Medicaid Telehealth Reimbursement

Remote Patient Monitoring	Conditions	No reference found.
	Provider Limitations	No reference found.
	Other Restrictions	No reference found.
Email / Phone / Fax	No reference found.	
Consent	No reference found.	
Out of State Providers	No reference found.	

Private Payer Laws	Miscellaneous	Hawaii and Alaska are the only two states with Medicare coverage of store-and-forward services.	
	Definitions	<p>“Telehealth” means the use of telecommunications services, as defined in section 269-1, 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-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><b>Source:</b> <i>HI Revised Statutes § 431:10A-116.3(g).</i></p> <p><b>Applies to network adequacy:</b> 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><b>Source:</b> <i>HI Revised Statutes Ch. 431.</i></p>	
	Requirements	<p>Insurance plans cannot require face-to-face contact between a health provider and a patient as a prerequisite for payment for services appropriately provided through telehealth.</p> <p>All insurers must provide to current and prospective insureds a written disclosure of covered benefits associated with telehealth services.</p> <p><b>Source:</b> <i>HI Revised Statutes § 431:10A-116.3.</i></p>	
	Parity	Service Parity	<p>Coverage may be subject to all the terms and conditions of the plan agreed upon among the enrollee or subscriber, the insurer and the health care provider.</p> <p><b>Source:</b> <i>HI Revised Statutes § 431:10A-116.3(b).</i></p>
		Payment Parity	<p>Reimbursement for services provided through telehealth must be equivalent to reimbursement for the same services provided via face-to-face contact between a health care provider and patient.</p> <p><b>Source:</b> <i>HI Revised Statutes § 431:10A-116.3(c).</i></p>

Definitions

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**Source:** *HI Revised Statutes Ch. 453-1.3.*

Consent

No reference found.

Online Prescribing

Prescribing providers must have a provider-patient relationship prior to prescribing. This includes:

- A face-to-face history and appropriate physical exam to make a diagnosis and therapeutic plan;
- Discussion of diagnosis or treatment with the patient;
- Ensure the availability of appropriate follow-up care.

**Source:** *HI Revised Statutes § 329-1.*

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 encounters and encounters for which a follow-up visit is arranged.

Issuing a prescription based solely on an online questionnaire is prohibited.

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.

**Source:** *HI Revised Statutes § 453-1.3.*

For purposes of prescribing medical cannabis, a bona fide physician-patient relationship may be established via telehealth, and a nurse-patient relationship can be established via telehealth; provided that treatment recommendations that certify a patient for the medical use of cannabis via telehealth shall be allowed only after an initial in-person consultation between the certifying physician or advanced practice registered nurse and the patient.

**Source:** *HI Revised Statutes § 329-126 (HB 2729 - 2018).*

A licensed out-of-state practitioner of medicine or surgery can utilize telemedicine to consult with a Hawaii licensed physician or osteopathic physician as long as they don't open an office or meet with patients in the state; the HI licensed provider retains control of the patient; and the laws and rules relating to contagious diseases are not violated.

Commissioned medical officers or psychologists employed by the US Department of Defense and credentialed by Tripler Army Medical Center are exempt from licensing requirements when providing services to neighbor island beneficiaries within a Hawaii national guard armory.

**Source:** *HI Revised Statutes Sec. 453-2(3-4).*

Licensed out-of-state radiologists who are located in Hawaii, may provide services via telemedicine to patients located in the radiologist's home state.

**Source:** *HI Revised Statutes § 453-2(b) (7).*

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.

**Source:** *HI Revised Statutes §671-7(a).*

