

North Carolina

Medicaid Program: North Carolina Medicaid

Program Administrator: Dept. of Health and Human Services, Division of Medical Assistance

Regional Telehealth Resource Center: Mid-Atlantic Telehealth Resource Center

Covers the States of: Delaware, Kentucky, Maryland, New Jersey, North Carolina, Pennsylvania, Virginia, West Virginia, and Washington DC.

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Medicaid Telehealth Reimbursement	Summary	<p>NC Medicaid reimburses live video telemedicine for medical and tele-psychiatry services as long as certain conditions are met. They do not provide reimbursement for store-and-forward, and make no reference to remote patient monitoring.</p>
	Definitions	<p>“Telemedicine is the use of two-way real-time interactive audio and video between places of lesser and greater medical capability or expertise to provide and support health care, when distance separates participants who are in different geographical locations.”</p> <p>Source: NC Div. of Medical Assistance, Medicaid and Health Choice Manual, Clinical Coverage Policy No: 1H, Telemedicine and Telepsychiatry, p. 1, Jan. 1, 2018. (Accessed Sept. 2018).</p>
	Live Video Policy	<p>North Carolina Medicaid and NC Health Choice will reimburse for live video medical services and tele-psychiatry services. All of the following conditions must be met:</p> <ul style="list-style-type: none"> • The beneficiary must be present at the time of consultation; • The medical examination must be under the control of the consulting provider; • The distant site of the service must be of a sufficient distance from the originating site to provide services to a beneficiary who does not have readily available access to such specialty services; and • The consultation must take place by two-way real-time interactive audio and video telecommunications system. <p>Source: NC Div. of Medical Assistance, Medicaid and Health Choice Manual, Clinical Coverage Policy No: 1H, Telemedicine and Telepsychiatry, p. 1-7, Jan. 1, 2018. (Accessed Sept. 2018).</p>

All services must be:

- Medically necessary;
- The procedure, product, or service is individualized, specific, and consistent with symptoms or confirmed diagnosis of the illness or injury under treatment, and not in excess of the recipient's needs;
- The procedure, product, or service can be safely furnished, and no equally effective and more conservative or less costly treatment is available statewide;
- The procedure, product, or service is furnished in a manner not primarily intended for the convenience of the recipient, the recipient's caretaker, or the provider.

Providers must obtain prior approval from NC Medicaid for all services delivered via telemedicine and tele-psychiatry. Providers must submit:

- Prior approval request;
- All health records and any other records to document that the patient has met the specific criteria for telemedicine services.

Special provisions apply for the Early and Periodic Screening, Diagnostic and Treatment (EPSDT) program. See manual.

Source: NC Div. of Medical Assistance, Medicaid and Health Choice Manual, Clinical Coverage Policy No: 1H, Telemedicine and Telepsychiatry, p. 1-7, Jan. 1, 2018. (Accessed Sept. 2018).

Teledentistry

Synchronous real time dentistry is covered through D9995. Reimbursement rate TBD.

Source: NC Div. of Medical Assistance. Medicaid Bulletin. Jan. 2018. (Accessed Sept. 2018).

Eligible medical providers:

- Physicians;
- Nurse practitioners;
- Nurse midwives;
- Physician's assistants.

Eligible tele-psychiatry providers:

- Physicians;
- Advanced practice psychiatric nurse practitioners;
- Advanced practice psychiatric clinical nurse specialists;
- Licensed psychologists Ph.D. level;
- Licensed clinical social workers (LCSW);
- Community diagnostic assessment agencies.

Source: NC Div. of Medical Assistance, Medicaid and Health Choice Manual, Clinical Coverage Policy No: 1H, Telemedicine and Telepsychiatry, p. 1-7, Jan. 1, 2018. (Accessed Sept. 2018).

System changes have been completed to allow non-psychiatric Nurse Practitioners (NPs) and Physician Assistants (PAs) to receive reimbursement for the following CPT codes.

- 90791 - Psychiatric diagnostic evaluation
- 90792 - Psychiatric diagnostic evaluation with medical services

NPs and PAs enrolled in the Medicaid or North Carolina Health Choice (NCHC) programs may bill Medicaid or NCHC for these services.

Source: NC Div. of Medical Assistance, NC Medicaid Bulletin: July 2018. (Accessed Sept. 2018).

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Live Video	Eligible Sites	No reference found.
	Geographic Limits	<p>“The distant site of the service must be of a sufficient distance from the originating site to provide services to a beneficiary who does not have readily available access to such specialty services.”</p> <p>No reimbursement if:</p> <ul style="list-style-type: none"> • The recipient is located in a jail, detention center, or prison; • The consulting provider is not a Medicaid-enrolled provider; • The consulting provider does not follow established criteria for the service provided <p>Source: NC Div. of Medical Assistance, Medicaid and Health Choice Manual, Clinical Coverage Policy No: 1H, Telemedicine and Telepsychiatry, p. 1-7, Jan. 1, 2018. (Accessed Sept. 2018).</p>
	Facility/Transmission Fee	<p>Originating-site provider facility fees paid to:</p> <ul style="list-style-type: none"> • Physicians; • Nurse practitioners; • Nurse midwives; • Advanced practice psychiatric nurse practitioners; • Advanced practice psychiatric clinical nurse specialists; • Licensed psychologists (Ph.D. level); • Licensed clinical social workers (LCSW); • Physician’s assistants; • Hospitals, Qualified Health Centers; • Rural Health Clinics; • Local health departments; • Local Management Entities. <p>No facility fees for distant-site providers.</p> <p>Source: NC Div. of Medical Assistance, Medicaid and Health Choice Manual, Clinical Coverage Policy No: 1H, Telemedicine and Telepsychiatry, p. 7, Jan. 1, 2018. (Accessed Sept. 2018).</p>
Store-and-Forward	Policy	<p>North Carolina Medicaid will not reimburse for Store-and-forward.</p> <p>Source: NC Div. of Medical Assistance, Medicaid and Health Choice Manual, Clinical Coverage Policy No: 1H, Telemedicine and Telepsychiatry, p. 5, Jan. 1, 2018. (Accessed Sept. 2018).</p>

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		Eligible Services/Specialties
Store-and-Forward	Geographic Limits	No reference found.
	Transmission Fee	No reference found.
	Policy	No reference found.
Remote Patient Monitoring	Conditions	No reference found.
	Provider Limitations	No reference found.

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Remote Patient Monitoring	Other Restrictions	No reference found.
Email / Phone / Fax		<p>No reimbursement for email. No reimbursement for telephone. No reimbursement FAX. No reimbursement for video cell phone interaction.</p> <p>Source: NC Div. of Medical Assistance, Medicaid and Health Choice Manual, Clinical Coverage Policy No: 1H, Telemedicine and Telepsychiatry, p. 4-5, Jan. 1, 2018. (Accessed Sept. 2018).</p> <p>Due to higher than normal number of influenza cases, NC Medicaid is offering telephonic evaluation and management services to beneficiaries. It must be rendered by a physician, nurse practitioner or physician assistant to established patients. If the phone call follows an office visit performed and reported within the past seven days for the same diagnosis, then the telephone services are considered part of the previous office visit and are not separately billed.</p> <p>Source: NC Div. of Medical Assistance, NC Medicaid Special Bulletin: Feb. 2018. (Accessed Sept. 2018).</p>
Consent		No reference found.
Out of State Providers		No reference found.
Miscellaneous		<p>Criteria for eligible beneficiaries:</p> <ul style="list-style-type: none"> • Must be enrolled in the NC Medicaid program or NC Health Choice • Providers must verify each Medicaid or NCHC beneficiary's eligibility each time a service is rendered • The Medicaid beneficiary may have service restrictions due to their eligibility category that would make them ineligible for the NCHC Program. Children must be between the ages of 6-18 (one of many restrictions in program).

Medicaid Telehealth Reimbursement

Miscellaneous

Other Limitations:

- Up to three different consulting providers may be reimbursed for a separately identifiable telemedicine or telepsychiatry service per date of service
- Only one facility fee is allowed per date of service per beneficiary
- There is no reimbursement to the referring provider at the originating site on the same date of service unless the referring provider is billing for a separately identifiable billable service. Health records must document that all the components of the service being billed were provided.
- These services are subject to the same restrictions as face-to-face contacts.

Source: NC Div. of Medical Assistance, Medicaid and Health Choice Manual, Clinical Coverage Policy No: 1H, Telemedicine and Telepsychiatry, p. 1-7, Jan. 1, 2018. (Accessed Sept. 2018).

The Office of Rural Health and Community Care shall oversee and monitor the establishment of a statewide telepsychiatry program.

Source: NC General Statutes Article 3, Ch. 143B, Sect. 12A.2B. (b). (Accessed Sept. 2018).

Providers must comply with the following in effect at the time the service was rendered:

- All applicable agreements, federal, state and local laws and regulations including HIPAA and medical retention requirements.
- All Medicaid’s clinical coverage policies, guidelines, policies, provider manuals, implementation updates and bulletins published by CMS, DHHS, its divisions or its fiscal agent.

Source: NC Div. of Medical Assistance, Medicaid and Health Choice Manual, Clinical Coverage Policy No: 1H, Telemedicine and Telepsychiatry, p. 7, Jan. 1, 2018. (Accessed Sept. 2018).

Private Payer Laws

Definitions

No reference found.

Requirements

No reference found.

Parity

Service Parity

None.

Payment Parity

None.

Definitions

Maternal and Child Health and Women’s Health

Telemedicine is the use of audio and video between places of lesser and greater medical capability or expertise to provide and support health care when distance separates participants who are in different geographical locations.

Source: NC General Statute 130A-125. (Accessed Sept. 2018).

Consent

No reference found.

Online Prescribing

No reference found.

Cross-State Licensing

Member of the Physical Therapy Compact.

Source: HB 57 (2017).

Member of the Nurses Licensure Compact.

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

Miscellaneous

Telemedicine may be utilized for neonatal or infant echocardiograms.

Source: 10A N.C.A.C. 43K.0102. (Accessed Sept. 2018).

Telemedicine may be used to perform the initial examination required when an individual comes into custody of law enforcement.

Source: N.C. Gen. Stat. § 122C-263. (Accessed Sept. 2018).

Department of Health and Human Services required to study and recommend a telemedicine policy for consideration by the General Assembly & study the Psychology Interjurisdictional Compact.

Source: HB 283 (Session Law 2017-133). (Accessed Sept. 2018).

The Commission is required to address follow up protocols to ensure early treatment for newborn infants diagnosed with congenital heart defects, to include telemedicine (live video).

Source: NC General Statute 130A-125 (Accessed Sept. 2018).

