

# Virginia

**Medicaid Program:** Virginia Medicaid

**Program Administrator:** State Dept. of Medical Assistance Services (DMAS)

**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

<https://www.matrc.org>

Medicaid Telehealth Reimbursement	Summary	<p>Virginia Medicaid reimburses for live video, store-and-forward, and remote patient monitoring under certain circumstances. Plans participating in the Medicare-Medicaid Demonstration Waiver are permitted to use store-and-forward and remote patient monitoring in rural and urban locations and to provide reimbursement for services.</p>
	Definitions	<p>“Telemedicine is the real-time or near real-time two-way transfer of medical data and information using an interactive audio/video connection for the purposes of medical diagnosis and treatment.”</p> <p><b>Source:</b> VA Dept. of Medical Assistant Svcs., Medicaid Provider Manual, Physician/Practitioner Manual, Covered Svcs. and Limitations, p. 15 (Apr. 5, 2018). (Accessed Sep. 2018).</p> <p>“Telemedicine is the real-time or near real-time exchange of information for the purposes of diagnosis and treatment.”</p> <p><b>Source:</b> VA Dept. of Medical Assistant Svcs., Medicaid Provider Manual, Psychiatric Services Provider Manual, Covered Svcs. and Limitations, p. 17 (Aug. 22, 2018) &amp; Mental Health Clinic, p. 12 (Apr. 1, 2017). (Accessed Sep. 2018).</p> <p>Telemedicine service providers provide real-time two-way transfer of medical data and information using an interactive audio/video connection for the purposes of medical diagnosis and treatment.</p> <p><b>Source:</b> Physician Provider Manual. Ch. II: Provider Participation Requirements (Nov. 11, 2017) pg. 8. (Accessed Sep. 2018).</p> <p><b>Medicaid-Medicare Waiver</b></p> <p>“Telehealth” or “telemedicine” means the real-time or near real-time two-way transfer of data and information using an interactive audio/video connection for the purposes of medical diagnosis and treatment.</p> <p><b>Source:</b> VA Reg Text 12VAC30-121-20. (2016).</p>
	Live Video	Policy

Eligible Services / Specialties

See billing information for specific codes.

Eligible services:

- Evaluation and management
- Psychiatric care
- Specialty medical procedures
- Speech therapy
- Radiology service and procedures

**Source:** VA Dept. of Medical Assistant Svcs., Medicaid Provider Manual, Physician/Practitioner Manual, Covered Svcs. and Limitations, p. 16 (Apr. 5, 2018) & Billing Instructions, p. 20 (May 2017). (Accessed Sep. 2018).

Speech therapy is reimbursable for children language pathologists at a remote location

**Source:** VA Dept. of Medical Assistant Svcs. Medicaid Provider Manual, Local Education Agency Provider Manual, Covered Svcs. and Limitations, p. 11 (Jul 10, 2018). (Accessed Sep. 2018).

Eligible Providers

Eligible providers:

- Physicians
- Nurse practitioners
- Nurse midwives
- Psychiatrist
- Psychiatric clinical nurse specialist
- Psychiatric nurse practitioner
- Marriage and family therapist/counselor
- School psychologist
- Substance abuse practitioner
- Clinical nurse specialists
- Clinical psychologists
- Local social workers (billing speech therapy)
- Providers must have appropriate license from the Department of Behavioral Health and Developmental Services and be enrolled with Magellan

**Source:** VA Dept. of Medical Assistant Svcs., Medicaid Provider Manual, Billing Instructions, p. 28 (May 2017). (Accessed Sep. 2018).

Eligible Sites

Eligible originating sites locations:

- Local Education Agency
- Rural Health Clinics
- Federally Qualified Health Centers
- Hospitals
- Nursing Facilities
- Health Department Clinics
- Residential Treatment Centers

All listed providers are also considered eligible originating site providers.

**Source:** VA Dept. of Medical Assistant Svcs., Medicaid Provider Manual, Billing Instructions, p. 22 (Jun. 30, 2017). (Accessed Sep. 2018).

# Medicaid Telehealth Reimbursement

Live Video	Geographic Limits	<p>Physicians may be physically located outside of VA but must be located within the continental US to deliver telemedicine services. Telemedicine out-of-state coverage does not include other out-of-state providers such as nurse practitioners.</p> <p><b>Source:</b> VA Dept. of Medical Assistant Svcs., Medicaid Memo. "Updates to Telemedicine Coverage". May 13, 2014. (Accessed Apr. 2018).</p>
	Facility/Transmission Fee	<p>Reimburses a facility fee.</p> <p><b>Source:</b> VA Medicaid Provider Notice May 13, 2014. (Accessed Sep. 2018).  <b>Source:</b> VA Dept. of Medical Assistant Svcs., Medicaid Provider Manual, Billing Instructions, p. 22-24 (May 2017) &amp; VA Medicaid Memo. Clarification of Medicaid Coverage of Diabetic Retinopathy Screening via Telemedicine. Nov. 9, 2016. (Accessed Sep. 2018).</p>
Store-and-Forward	Policy	<p>DMAS reimburses for diabetic retinopathy screening through telemedicine for Medicaid members with Type 1 or 2 diabetes. Radiology related procedures are also included under telemedicine coverage as well as certain codes for teledermatology.</p> <p><b>Source:</b> VA Dept. of Medical Assistant Svcs., Medicaid Provider Manual, Billing Instructions, p. 22-24 (May 2017) &amp; VA Medicaid Memo. Clarification of Medicaid Coverage of Diabetic Retinopathy Screening via Telemedicine. Nov. 9, 2016. (Accessed Sep. 2018).</p> <p><b>Medicare-Medicaid Demonstration Waiver:</b>  Participating plans shall be permitted to use telehealth in rural and urban settings and reimburse for store-and-forward applications.</p> <p><b>Source:</b> VA Reg. Text 12VAC30-121-20. (2016).</p>
	Eligible Services/Specialties	<p>Services covered include:</p> <ul style="list-style-type: none"> <li>• Radiology and radiology procedures</li> <li>• Diabetic retinopathy (regardless of the number of fields viewed for all Medicaid Members with Type 1 or Type 2 diabetes)</li> <li>• Outpatient teledermatology</li> </ul> <p><b>Source:</b> VA Dept. of Medical Assistant Svcs., Medicaid Provider Manual, Billing Instructions, p. 22-24 (May 2017) &amp; VA Medicaid Memo. Clarification of Medicaid Coverage of Diabetic Retinopathy Screening via Telemedicine. Nov. 9, 2016. (Accessed Sep. 2018).</p>
	Geographic Limits	<p>Physicians may be physically located outside of VA but must be located within the continental US to deliver telemedicine services. Telemedicine out-of-state coverage does not include other out-of-state providers such as nurse practitioners.</p> <p><b>Source:</b> VA Dept. of Medical Assistant Svcs., Medicaid Memo. "Updates to Telemedicine Coverage". May 13, 2014. (Accessed Sept. 2018).</p>

# Medicaid Telehealth Reimbursement

Store-and-Forward	Transmission Fee	<p>Reimburses a facility fee.</p> <p><b>Source:</b> VA Medicaid Provider Notice May 13, 2014. (Accessed Sep. 2018). Source: VA Dept. of Medical Assistant Svcs., Medicaid Provider Manual, Billing Instructions, p. 22-24 (May 2017) &amp; VA Medicaid Memo. Clarification of Medicaid Coverage of Diabetic Retinopathy Screening via Telemedicine. Nov. 9, 2016. (Accessed Sep. 2018).</p>	
Remote Patient Monitoring		Policy	<p>VA Medicaid reimburses for Continuous Glucose Monitoring.</p> <p><b>Medicare-Medicaid Demonstration Waiver:</b> Participating plans shall also have the ability to cover remote patient monitoring.</p> <p><b>Source:</b> VA Reg. Text 12VAC30-121-20. (2016).</p>
		Conditions	<p>Coverage is limited to members with Type 1 diabetes, or Type 2 diabetes (when over 16 years old), or pregnant women who are injecting insulin with either Type 1 or 2. Service authorization is required. Additional requirements apply.</p> <p><b>Source:</b> VA Medicaid Memo. Clarification of Existing Medicaid Coverage of Continuous Glucose Monitoring for Medicaid Members. Nov. 2, 2016. (Accessed Sep. 2018).</p>
		Provider Limitations	<p>No reference found.</p>
		Other Restrictions	<p>No reference found.</p>
Email / Phone / Fax	<p>No reimbursement for email. No reimbursement for telephone. No reimbursement for FAX.</p> <p><b>Source:</b> VA Dept. of Medical Assistant Svcs., Medicaid Provider Manual, Physician/Practitioner Manual, Covered Svcs. and Limitations, p. 16 (Aug. 5, 2018). (Accessed Sep. 2018).</p>		

Consent

No reference found.

Out of State Providers

Out-of-state physicians must enroll with DMAS contractors to utilize telemedicine in the Medicaid program.

**Source:** VA Dept. of Medical Assistant Svcs., Medicaid Provider Manual, Physician/Practitioner Manual, Covered Svcs. and Limitations, p. 16 (Apr. 5, 2018) & Billing Instructions, p. 28 (May 2017). (Accessed Sep. 2018).

Providers must be licensed in Virginia and enrolled in the state Medicaid program in which they practice medicine. The provider must also hold a Virginia Department of Health Professional license to provide telemedicine services.

**Source:** Physician Provider Manual. Ch. II: Provider Participation Requirements (Nov. 21, 2017) pg. 8. (Accessed Sep. 2018).

Physicians may be physically located outside of VA but must be located within the continental US to deliver telemedicine services. Telemedicine out-of-state coverage does not include other out-of-state providers such as nurse practitioners.

**Source:** VA Dept. of Medical Assistant Svcs., Medicaid Memo. "Updates to Telemedicine Coverage". May 13, 2014. (Accessed Sep. 2018).

Miscellaneous

Use of telemedicine must be noted in the service documentation of the patient record.

The originating site provider or designee must attend the encounter with the member, unless the encounter documentation in the patient record notes the reason staff was not present.

**Source:** VA Dept. of Medical Assistant Svcs., Medicaid Provider Manual, Physician/Practitioner Manual, Covered Svcs. and Limitations, p. 15 (Apr. 5, 2018) & Billing Instructions, p. 28 (May 2017). (Accessed Sep. 2018).

Telemedicine also available in the Governor's Access Plan for the Seriously Mentally Ill (GAP).

**Source:** VA Dept. of Medical Assistant Svcs., GAP Manual, (Jan. 12, 2015). (Accessed Sep. 2018).

For mental health clinics, providers intending to bill telemedicine services must first notify DMAS. This is a one-time activity and needs to occur at least 10 days in advance.

**Source:** VA Dept. of Medical Assistant Svcs., Mental Health Clinic, Covered Services and Limitations, p. 12 (Apr. 1, 2017). (Accessed Sep. 2018).

**Dual Eligibles (Medicare and Medicaid)**

DMAS established the Commonwealth Coordinated Care program and allows participating plans to reimburse for telehealth for Medicare and Medicaid services as an innovative way to reduce hospital readmissions, reduce ED visits, etc. Participating plans shall encourage the use of telehealth to promote community living and improve behavioral health services. Plans shall be permitted to use telehealth in rural and urban settings and reimburse for store-and-forward. Plans shall also have the ability to cover remote patient monitoring.

**Source:** 12VAC30-121-70.

Private Payer Laws	Definitions	<p>Telemedicine services means the use of electronic technology or media, including interactive audio or video for the purpose of diagnosing or treating a patient or consulting with other health care providers regarding a patient's diagnosis or treatment. 'Telemedicine services' does not include an audio-only telephone, electronic mail message, facsimile transmission, or online questionnaire.</p> <p><b>Source:</b> VA Code Annotated Sec. 38.2-3418.16.</p>	
	Requirements	<p>An insurer shall not exclude a service for coverage solely because the service is provided through telemedicine services.</p> <p><b>Source:</b> VA Code Annotated Sec. 38.2-3418.16 (2012).</p> <p>Facility fee reimbursement is allowed, but not required.</p> <p><b>Source:</b> VA Code Annotated Sec. 38.2-3418.16 (2012).</p>	
	Parity	Service Parity	<p>The treating provider or consulting provider must be reimbursed on the same basis that the insurer is responsible for coverage for the provision of services face-to-face.</p> <p><b>Source:</b> VA Code Annotated Sec. 38.2-3418.16 (2012).</p>
		Payment Parity	<p>No explicit payment parity.</p> <p><b>Source:</b> VA Code Annotated Sec. 38.2-3418.16 (2012).</p>
Professional Regulation/Health & Safety	Definitions	<p>Telemedicine services means the use of electronic technology or media, including interactive audio or video for the purpose of diagnosing or treating a patient or consulting with other health care providers regarding a patient's diagnosis or treatment. 'Telemedicine services' does not include an audio-only telephone, electronic mail message, facsimile transmission, or online questionnaire.</p> <p><b>Source:</b> VA Code Annotated Sec. 38.2-3418.16 &amp; Sec. 54.1-3303.</p>	
	Consent	<p>Informed consent must be obtained and maintained.</p> <p><b>Source:</b> Telemedicine Guidance. Doc. # 85-12. VA Board of Medicine.</p>	

Online Prescribing

Practitioners prescribing controlled substances must have a “bona fide” relationship with the patient.

Requirements:

- Obtaining a medical or drug history;
- Informing the patient about the benefits and risks of the drug;
- Conducting a patient exam, either physically or by the use of instrumentation and diagnostic equipment, through which images and medical records may be transmitted electronically.

Practitioners can also prescribe Schedule II-V controlled substances under certain circumstances. Additional requirements apply for the prescription of Schedule VI controlled substances via telemedicine.

**Source:** VA Code Annotated Sec. 54.1-3303.

Cross-State Licensing

Member of the Nurses Licensure Compact.

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

Miscellaneous

Telemedicine Guidance from VA Medical Board

- Prescribing via telemedicine is at the discretion of the prescribing practitioner.
- Informed consent must be obtained and maintained.
- See guidance for additional requirements.

**Source:** Telemedicine Guidance. Doc. # 85-12. VA Board of Medicine.

The Center for Telehealth of the University of Virginia and the Virginia Telehealth Network will

establish a telehealth pilot program to expand access to and improve the coordination and quality of health care services in rural and medically underserved areas of the Commonwealth through the use of telemedicine services, for the purpose of providing access to health care services that would not be available to individuals in rural and medically underserved areas of the Commonwealth without the use of telehealth technology.

**Source:** VA Senate Bill 369. (2016).

