

# 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, except in the case of teledentistry for an interim therapeutic restoration.</p>
	Definitions	<p>Telemedicine is the delivery of medical services and any diagnosis, consultation, treatment, transfer of medical data or education related to health care services using interactive audio, interactive video, or interactive data communication instead of in-person contact.</p> <p><b>Source:</b> CO Department of Health Care Policy and Financing. "Telemedicine," p.2, 6/19. (Accessed Aug. 2019).</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 (8/19), (Accessed Aug. 2019).</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 Aug. 2019).</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" p.2, 6/19. (Accessed Aug. 2019).</p>



Policy

In-person contact between a health care or mental health care provider and a patient shall not be required under the state’s medical assistance program for health care or mental health care services delivered through telemedicine that are otherwise eligible for reimbursement under the program. The services shall be subject to reimbursement policies developed pursuant to the medical assistance program. This section also applies to managed care organizations that contract with the state department pursuant to the statewide managed care system only to the extent that:

- Health care or mental health care services delivered through telemedicine are covered by and reimbursed under the Medicaid per diem payment program; and
- Managed care contracts with managed care organizations are amended to add coverage of health care or mental health care services delivered through telemedicine and any appropriate per diem rate adjustments are incorporated.

Reimbursement must be, at minimum, the same as in-person services.

**Source:** *CO Revised Statutes 25.5-5-320. (Accessed Aug. 2019).*

**Interim Therapeutic Restorations**

In-person contact between a health care provider and a recipient is not required under the state’s medical assistance program for the diagnosis, development of a treatment plan, instruction to perform an interim therapeutic restoration procedure, or supervision of a dental hygienist performing an interim therapeutic restoration procedure. A health care provider may provide these services through telehealth, including store-and-forward, and is entitled to reimbursement for the delivery of those services via telehealth to the extent the services are otherwise eligible for reimbursement under the program when provided in person. The services are subject to the reimbursement policies developed pursuant to the state medical assistance program.

**Source:** *CO Revised Statutes 25.5-5-321.5. (Accessed Aug. 2019).*

Eligible Services / Specialties

Colorado Medicaid will reimburse for medical and mental health services.

**Source:** *CO Revised Statutes 25.5-5-320. (Accessed Aug. 2019).*

The following are listed under the covered services heading in the Telemedicine Manual:

- Physician services may be provided as telemedicine
- Providers may only bill procedure codes which they are already eligible to bill
- Any health benefits provided through telemedicine shall meet the same standard of care as in-person care.

**Source:** *CO Department of Health Care Policy and Financing. “Telemedicine” p.2, 6/19. (Accessed Aug. 2019).*

Eligible Providers

The following provider types may bill using modifier GT:

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

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” p. 2, 3 & 5 6/19. (Accessed Aug. 2019).*



Eligible Sites

Services can be provided via telemedicine between a member and a distant provider when a member is located in their home or other location of their choice.

**Source:** CO Department of Health Care Policy and Financing. "Telemedicine" p.2, 6/19. (Accessed Aug. 2019).

A medical specialist provider can be reimbursed as the "originating provider" for any Telemedicine Services where the member is present with the provider at the "originating site."

**Source:** CO Department of Health Care Policy and Financing. "Telemedicine" p.2, 6/19. (Accessed Aug. 2019).

**Speech Therapy**

Telemedicine POS (02) is an allowed place of service.

**Source:** CO Department of Health Care Policy and Financing. *Speech Therapy*, p. 16. 7/19. (Accessed Aug. 2019).

Geographic Limits

No reference found.

Facility/Transmission Fee

The originating site is eligible for a facility fee, if they are not providing any other clinical services.

Providers eligible for the originating site facility fee include:

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

Other sites can serve as an originating site, but cannot collect the facility fee. The originating site may not bill for assisting the distant site provider with an examination.

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 don't pay the telemedicine transmission fee.

**Source:** CO Department of Health Care Policy and Financing. "Telemedicine" p.4-5, 6/19. (Accessed Aug. 2019).

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(3).



# Medicaid Telehealth Reimbursement

Store-and-Forward	Policy	<p>The member must be present during any Telemedicine Services collaboration between two providers where there is an originating provider and a distant provider.</p> <p><b>Source:</b> CO Department of Health Care Policy and Financing. "Telemedicine" 8/19. (Accessed Sept. 2019).</p> <p>In-person contact between a health care provider and a recipient is not required under the state's medical assistance program for the diagnosis, development of a treatment plan, instruction to perform an interim therapeutic restoration procedure, or supervision of a dental hygienist performing an interim therapeutic restoration procedure. A health care provider may provide these services through store-and-forward transfer and is entitled to reimbursement for the delivery of those services via telehealth to the extent the services are otherwise eligible for reimbursement under the program when provided in-person. The services are subject to the reimbursement policies developed pursuant to the state medical assistance program.</p> <p><b>Source:</b> CO Revised Statutes 25.5-5-321.5. (Accessed Aug. 2019).</p>
	Eligible Services/Specialties	<p>Limited reimbursement allowed for an interim therapeutic restoration in teledentistry.</p> <p><b>Source:</b> CO Revised Statutes 25.5-5-321.5. (Accessed Aug. 2019).</p>
	Geographic Limits	<p>No reference found.</p>
Remote Patient Monitoring	Transmission Fee	<p>No reference found.</p>
	Policy	<p>The CO Medical Assistance Program will reimburse for Remote Patient Monitoring at a flat fee set by the state board.</p> <p><b>Source:</b> CO Revised Statutes 25.5-5-321) (Accessed Aug. 2019).</p> <p>Monitoring of health care status may be provided remotely through Home Health Telehealth services.</p> <p><b>Source:</b> 10 CO Code of Regulation 2505-10 8.524. (Accessed Aug. 2019).</p> <p>CO Medicaid reimburses telehealth services including installation and on-going remote monitoring of clinical data through technologic equipment in order to detect minute changes in the member'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 (8/198/19), &amp; CO Department of Health Care Policy and Financing. "Home Health Telehealth". (Accessed Aug. 2019).</p>



Conditions

A member is eligible only if they meet the following criteria:

- Member must receive Home Health services from provider who has opted to provide telehealth services
- Member must require frequent and on-going monitoring/management of their disease or condition
- Member’s home environment must be compatible with the use of the equipment
- Member or caregiver must be willing and able to comply with vital sign self-monitoring
- Member must have one or more of the following diagnoses:
  1. Congestive Heart Failure
  2. Chronic Obstructive Pulmonary Disease
  3. Asthma
  4. Diabetes
  5. Other diagnosis or condition deemed appropriate by the Department or its designee

**Source:** CO Department of Health Care Policy and Financing. “Home Health Telehealth”. (Accessed Aug. 2019).

Conditions

The following requirements must be met:

- Client 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;
- Client requires monitoring at least five times weekly to manage the disease, as ordered by a physician or podiatrist;
- Client has been hospitalized two or more times in the last 12 months for conditions related to the disease or, if the patient has received home health services for less than 6 months, the patient has been hospitalized at least once in the last 3 months, experiences an acute exacerbation of a qualifying diagnosis that requires telemonitoring, or experiences a new onset of a qualifying disease that requires ongoing monitoring;
- Client or caregiver misses no more than five monitoring events in a 30-day period;
- Client’s home has space for all program equipment and full transmission capability.

**Source:** 10 CO Code of Regulation 2505-10 8.525. Page 224 (Accessed Aug. 2019).

Provider Limitations

Any home health agency is eligible to provide services.

**Source:** CO Department of Health Care Policy and Financing. “Home Health Telehealth”. (Accessed Aug. 2019).

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.

No prior authorization needed, but agencies should notify the Department or its designee when a client is enrolled in the service.

**Source:** CO Medical Assistance Program, Home Health Billing Manual, p. 12 (6/18). (Accessed Mar. 2019).



# Medicaid Telehealth Reimbursement

Remote Patient Monitoring	Other Restrictions	<p>Home Health services are eligible for reimbursement under Medicaid only when the services meet all of the following requirements:</p> <ul style="list-style-type: none"> <li>A. Services are provided for the treatment of an illness, injury, or disability which may include mental disorders.</li> <li>B. Services are medically necessary.</li> <li>C. Services are reasonable in amount, duration, and frequency.</li> <li>D. Services are provided under a plan of care as defined at Section 8.524 DEFINITIONS.</li> <li>E. Services are provided on an intermittent basis, as defined at Section 8.524, DEFINITIONS.</li> <li>F. The only alternative to Home Health services is hospitalization or the emergency room; or the client’s medical records accurately justify a medical reason that the services should be provided in the client’s home instead of a physician’s office, clinic, or other out-patient setting, according to one or more listed guidelines.</li> </ul> <p><b>Source:</b> 10 CO Code of Regulation 2505-10 8.523. Pg. 216. (Accessed Aug. 2019).</p>
Email / Phone / Fax	<p>No reimbursement for telephone. No reimbursement for FAX.</p> <p><b>Source:</b> CO Department of Health Care Policy and Financing. “Telemedicine” p.1, 6/19. (Accessed Aug. 2019).</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. (Accessed Aug. 2019).</p> <p>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:</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• All applicable confidentiality protections shall apply to the services.</li> <li>• 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.</li> </ul> <p>These requirements do not apply in an emergency.</p> <p><b>Source:</b> CO Department of Health Care Policy and Financing. “Telemedicine” p.3-4, 6/19. (Accessed Aug. 2019).</p>	
Out of State Providers	<p>No reference found.</p>	



## Medicaid Telehealth Reimbursement

### Miscellaneous

Managed care may or may not reimburse telemedicine costs. Health First Colorado does not pay for provider education via telemedicine.

**Source:** CO Department of Health Care Policy and Financing. "Telemedicine" p.1, 6/19. (Accessed Aug. 2019).

Providers of telemedicine services must implement confidentiality procedures that include, but are not limited to:

- Specifying the individuals who have access to electronic records.
- Using unique passwords or identifiers for each employee or other person with access to the member records.
- Ensuring a system to routinely track and permanently record such electronic medical information.
- Members must be advised of their right to privacy and that their selection of a location to receive telemedicine services in private or public environments is at the member's discretion.

**Source:** CO Department of Health Care Policy and Financing. "Telemedicine" p.3, 6/19. (Accessed Aug. 2019).

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 by including costs in the reimbursement calculation.

**Source:** CO Department of Health Care Policy and Financing. "Federally Qualified Health Centers (FQHCs) and Rural Health Clinics (RHCs)" 8/19. p.3, (Accessed Aug. 2019).

## 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(4)(e)(I & II). (Accessed Aug. 2019).

### Requirements

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.

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.

**Source:** CO Revised Statutes 10-16-123(2)(b). (Accessed Aug. 2019).



Private Payer Laws	Parity	Service Parity	<p>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.</p> <p><b>Source:</b> <i>CO Revised Statutes 10-16-123(2)(b).</i> (Accessed Mar. 2019).</p>
		Payment Parity	<p>A health plan carrier must reimburse the treating participating provider or consulting participating provider for services delivered through telehealth on the same basis as the carrier is responsible for reimbursing that provider for the provision of the same service through in-person consultation or contact by that provider.</p> <p><b>Source:</b> <i>CO Revised Statutes 10-16-123(2)(b)(i).</i> (Accessed Aug. 2019).</p>
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> <i>6 CO Regs. Rule 1011-1. Ch. 5.</i> (Accessed Aug. 2019).</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> <i>CO Revised Statutes 12-36-102.5(8).</i> (Accessed Aug. 2019).</p>
			<p>See Medicaid section for Consent requirements.</p> <p><b>Workers' Compensation</b> The patient is required to provide the appropriate consent for treatment.</p> <p><b>Source:</b> <i>7 CO Regs. Rule 18-5(J)(3)(b), p. 35.</i> (Accessed Aug. 2019).</p>
	Online Prescribing		<p>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.</p> <p><b>Source:</b> <i>3 CO Code of Regulation 719-1. 3.00.21, p. 7.</i> (Accessed Aug. 2019).</p> <p><b>Workers' Compensation</b> The physician-patient relationship/psychologist-patient relationship can be established through live audio/video services.</p> <p><b>Source:</b> <i>7 CO Regs. Rule 18-5(J)(3)(a)</i> (Accessed Aug. 2019).</p>



Cross State Licensing

Member of the interstate medical licensure compact.

**Source:** *Interstate Medical Licensure Compact. The IMLC. (Accessed Aug. 2019).*

Member of the Interjurisdictional Psychology Compact.

**Source:** *Compact of the Association of State and Provincial Psychology Boards. Legislative Updates. (Accessed Aug. 2019).*

Member of the Physical Therapy Compact.

**Source:** *Physical Therapy Compact. Compact Map. (Accessed Aug. 2019).*

Member of the Nurses Licensure Compact.

**Source:** *Current NLC States & Status. Nurse Licensure Compact. (Accessed Aug. 2019).*

Miscellaneous

Colorado law includes in its definition of “health care services” the rendering of services via telehealth.

**Source:** *CO Revised Statutes 10-16-102(33). (Accessed Aug. 2019).*

**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 16-2. (Accessed Aug. 2019).*

Miscellaneous

Telehealth – a broad term describing 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.

**Source:** *7 CO Regs. Rule 16-2(V) (Accessed Aug. 2019).*

