

# 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	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.
	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><b>Source:</b> NC Div. of Medical Assistance, Medicaid and Health Choice Manual, Clinical Coverage Policy No: 1H, Telemedicine and Telepsychiatry, p. 1, April 15, 2019. (Accessed Oct. 2019).</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"><li>• The beneficiary must be present at the time of consultation;</li><li>• The medical examination must be under the control of the consulting provider;</li><li>• 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</li><li>• The consultation must take place by two-way real-time interactive audio and video telecommunications system.</li></ul> <p><b>Source:</b> NC Div. of Medical Assistance, Medicaid and Health Choice Manual, Clinical Coverage Policy No: 1H, Telemedicine and Telepsychiatry, p. 4, April 15, 2019 (Accessed Oct. 2019).</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.

Distant site providers must obtain prior approval from NC Medicaid for services delivered via telemedicine and tele-psychiatry when those services require prior approval based on service type or diagnosis. 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, April 15, 2019 (Accessed Oct. 2019).

**Teledentistry**

Synchronous real-time dentistry is covered through D9995.

**Source:** NC Div. of Medical Assistance. Medicaid Bulletin. p. 22, Jan. 2018. (Accessed Oct. 2019).

Eligible medical providers:

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

Eligible tele-psychiatry providers:

- Physicians;
- Nurse Practitioners;
- Physicians Assistants;
- 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. 6, April 15, 2019 (Accessed Oct. 2019).

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. p. 10 (Accessed Oct. 2019).



# Medicaid Telehealth Reimbursement

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"> <li>• The recipient is located in a jail, detention center, or prison;</li> <li>• The consulting provider is not a Medicaid-enrolled provider; the consulting provider does not follow established criteria for the service provided.</li> </ul> <p><b>Source:</b> NC Div. of Medical Assistance, Medicaid and Health Choice Manual, Clinical Coverage Policy No: 1H, Telemedicine and Telepsychiatry, p. 4-5, April 15, 2019 (Accessed Oct. 2019).</p>
	Facility/Transmission Fee	<p>Originating-site provider facility fees paid to:</p> <ul style="list-style-type: none"> <li>• Physicians;</li> <li>• Nurse practitioners;</li> <li>• Nurse midwives;</li> <li>• Advanced practice psychiatric nurse practitioners;</li> <li>• Advanced practice psychiatric clinical nurse specialists;</li> <li>• Licensed psychologists (Ph.D. level);</li> <li>• Licensed clinical social workers (LCSW);</li> <li>• Physician’s assistants;</li> <li>• Hospitals (inpatient or outpatient)</li> <li>• Federally Qualified Health Centers;</li> <li>• Rural Health Clinics;</li> <li>• Local health departments;</li> <li>• Local Management Entities.</li> </ul> <p>No facility fees for distant-site providers.</p> <p><b>Source:</b> NC Div. of Medical Assistance, Medicaid and Health Choice Manual, Clinical Coverage Policy No: 1H, Telemedicine and Telepsychiatry, p. 4, 7, April 15, 2019 (Accessed Oct. 2019).</p>
Store-and-Forward	Policy	<p>North Carolina Medicaid will not reimburse for Store-and-forward.</p> <p><b>Source:</b> NC Div. of Medical Assistance, Medicaid and Health Choice Manual, Clinical Coverage Policy No: 1H, Telemedicine and Telepsychiatry, p. 4-5, April 15, 2019 (Accessed Oct. 2019).</p>



# Medicaid Telehealth Reimbursement

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



## Medicaid Telehealth Reimbursement

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><b>Source:</b> NC Div. of Medical Assistance, Medicaid and Health Choice Manual, Clinical Coverage Policy No: 1H, Telemedicine and Telepsychiatry, p. 4-5, April 15, 2019 (Accessed Oct. 2019).</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"> <li>• Must be enrolled in the NC Medicaid program or NC Health Choice</li> <li>• Providers must verify each Medicaid or NCHC beneficiary's eligibility each time a service is rendered</li> <li>• 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)</li> </ul> <p>Other Limitations:</p> <ul style="list-style-type: none"> <li>• The referring provider must participate in the service as appropriate to meet the medical needs of the beneficiary</li> <li>• Up to three different consulting providers may be reimbursed for a separately identifiable telemedicine or telepsychiatry service per date of service</li> <li>• Only one facility fee is allowed per date of service per beneficiary</li> <li>• 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</li> <li>• These services are subject to the same restrictions as face-to-face contacts.</li> </ul> <p><b>Source:</b> NC Div. of Medical Assistance, Medicaid and Health Choice Manual, Clinical Coverage Policy No: 1H, Telemedicine and Telepsychiatry, p. 1-6, April 15, 2019 (Accessed Oct. 2019).</p>



Medicaid Telehealth Reimbursement	Miscellaneous	<p>The Office of Rural Health and Community Care shall oversee and monitor the establishment of a statewide telepsychiatry program.</p> <p><b>Source:</b> <i>NC General Statutes Article 3, Ch. 143B, Sect. 12A.2B. (b).</i> (Accessed Oct. 2019).</p> <p>Providers must comply with the following in effect at the time the service was rendered:</p> <ul style="list-style-type: none"> <li>• All applicable agreements, federal, state and local laws and regulations including HIPAA and medical retention requirements.</li> <li>• All Medicaid’s clinical coverage policies, guidelines, policies, provider manuals, implementation updates and bulletins published by CMS, DHHS, its divisions or its fiscal agent.</li> </ul> <p><b>Source:</b> <i>NC Div. of Medical Assistance, Medicaid and Health Choice Manual, Clinical Coverage Policy No: 1H, Telemedicine and Telepsychiatry, p. 7, April 15, 2019</i> (Accessed Oct. 2019).</p>	
	Definitions	No reference found.	
	Requirements	No reference found.	
Private Payer Laws	Parity	Service Parity	None.
		Payment Parity	None.



Definitions	<p><b>Maternal and Child Health and Women’s Health</b>            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.</p> <p><b>Source:</b> <i>NC General Statute 130A-125(b2)(1). (Accessed Oct. 2019).</i></p>
Consent	<p>No reference found.</p>
Online Prescribing	<p>No reference found.</p>
Cross-State Licensing	<p>Member of the Physical Therapy Compact.</p> <p><b>Source:</b> <i>PT Compact. Compact Map. HB 57 (2017). (Accessed Oct. 2019).</i></p> <p>Member of the Nurses Licensure Compact.</p> <p><b>Source:</b> <i>Current NLC States &amp; Status. Nurse Licensure Compact. (Accessed Oct. 2019).</i></p>
Miscellaneous	<p>Telemedicine may be utilized for neonatal or infant echocardiograms.</p> <p><b>Source:</b> <i>10A N.C.A.C. 43K.0102(c)(3). (Accessed Oct. 2019).</i></p> <p>Telemedicine may be used to perform the initial examination required when an individual comes into custody of law enforcement.</p> <p><b>Source:</b> <i>NC General Statute 122C-263(c). (Accessed Oct. 2019).</i></p> <p>Department of Health and Human Services required to study and recommend a telemedicine policy for consideration by the General Assembly &amp; study the Psychology Interjurisdictional Compact. The study was submitted on October 1, 2017.</p> <p><b>Source:</b> <i>HB 283 (Session Law 2017-133). (Accessed Oct. 2019).</i></p> <p>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).</p> <p><b>Source:</b> <i>NC General Statute 130A-125(b2)(1). (Accessed Oct. 2019).</i></p>

