

# Arizona

**Medicaid Program:** Arizona Health Care Cost Containment System (AHCCCS)

**Program Administrator:** Arizona Health Care Cost Containment System Administration

**Regional Telehealth Resource Center:** Southwest Telehealth Resource Center [www.southwesttrc.org](http://www.southwesttrc.org)

## Arizona Policy At-a-Glance

MEDICAID REIMBURSEMENT			PRIVATE PAYER LAW		PROFESSIONAL REQUIREMENTS	
LIVE VIDEO	STORE-AND-FORWARD	REMOTE PATIENT MONITORING	LAW EXISTS	PAYMENT PARITY	LICENSURE COMPACTS	CONSENT REQUIREMENT
✓	✓	✓	✓	✗	NLC, PSYPACT, PTC	✓

## Arizona Detailed Policy

### Medicaid Telehealth Reimbursement

#### Summary

Arizona Health Care Cost Containment System (AHCCCS) reimburses for live video for certain services delivered at specific originating sites by specific providers. They reimburse for store-and-forward for specific specialties and for remote patient monitoring, although restrictions apply.

All services provided via telehealth must be medically necessary, non-experimental and cost-effective services. Services are billed by the individual provider (located at the distant site). Tele-present-er services are not billable.

**Source:** AZ Health Care Cost Containment System, AHCCCS Fee-For-Service Provider Manual, Ch. 10: Individual Practitioner Services, (10-46 & 48), (07/01/2020) & IHS/Tribal Provider Billing Manual (8/48 & 50), (07/01/2020). (Accessed Sept. 2020).

#### Definitions

Teledentistry is “the acquisition and transmission of all necessary subjective and objective diagnostic data through interactive audio, video or data communications by an AHCCCS registered dental provider to a dentist at a distant site for triage, dental treatment planning, and referral.”

Telemedicine is “the practice of synchronous (real-time) health care delivery, diagnosis, consultation and treatment and the transfer of medical data through interactive audio, video or data communications that occur in the physical presence of the patient.

**Source:** AZ Health Care Cost Containment System, AHCCCS Fee-For-Service Provider Manual, Ch. 10: Individual Practitioner Services, (10/47-48), (07/01/2020) & IHS/Tribal Provider Billing Manual, (8/49-50), (07/01/2020). (Accessed Sept. 2020).

Teledentistry is “the acquisition and transmission of all necessary subjective and objective diagnostic data through interactive audio, video or data communications by an AHCCCS registered dental provider to a dentist at a distant site for triage, dental treatment planning, and referral.

Telemedicine is “the practice of synchronous (real-time) health care delivery, diagnosis, consultation, and treatment and the transfer of medical data through interactive audio and video communications that occur in the physical presence of the patient.”

Telehealth is “healthcare services delivered via asynchronous (store-and-forward), remote patient monitoring, teledentistry, or telemedicine (interactive audio and video).

**Source:** AZ Health Care Cost Containment System, AHCCCS Medical Policy for AHCCCS Covered Services, Ch. 300, (320-I pg. 1-2). Oct. 2019. (Accessed Sept. 2020).



**Fee-for Service-Provider Manual**

AHCCCS will reimburse for medically necessary, non-experimental and cost-effective services provided via telehealth in their fee for service program.

Telehealth may include healthcare services delivered via teledentistry, telemedicine, or asynchronous (store-and-forward).

**Source:** AZ Health Care Cost Containment System, AHCCCS Fee-For-Service Provider Manual, Ch. 10: Individual Practitioner Services, (10/47-48), (07/01/2020) & IHS/Tribal Provider Billing Manual, (8/49-50), (07/01/2020). (Accessed Sept. 2020).

Some of the services that can be covered via real-time telehealth include, but are not limited to:

- Behavioral Health
- Cardiology
- Dentistry
- Dermatology
- Endocrinology
- Hematology/Oncology
- Home Health
- Infectious Diseases
- Inpatient Consultations
- Medical Nutrition Therapy (MNT)
- Neurology
- Obstetrics/Gynecology
- Oncology/Radiation
- Ophthalmology
- Orthopedics
- Office Visits (adult and pediatric)
- Outpatient Consultations
- Pain Clinic
- Pathology & Radiology
- Pediatrics and Pediatric Subspecialties
- Pharmacy Management
- Rheumatology
- Surgery Follow-Up and Consultations

Behavioral health services are covered for AHCCS and KidsCare members.

Covered behavioral health services can include, but are not limited to:

- Diagnostic consultation and evaluation,
- Psychotropic medication adjustment and monitoring,
- Individual and family counseling, and
- Case management.

For a complete code set of services, along with their eligible place of service and modifiers, that can be billed as telehealth please visit the AHCCCS Medical Coding Resources webpage.

**Source:** AZ Health Care Cost Containment System, AHCCCS Fee-For-Service Provider Manual, Ch. 10: Individual Practitioner Services, (10/46-49), (07/01/2020); IHS/Tribal Provider Billing Manual, Ch. 8 Individual Practitioner Services (8/48 & 50), (07/01/2020). (Accessed Sept. 2020).

Prolonged preventive services, beyond the typical service of the primary procedure, that require direct patient contact and occur in either the office or another outpatient setting are covered under telehealth.

**Source:** AZ Health Care Cost Containment System, AHCCCS Fee-For-Service Provider Manual, Ch. 10: Individual Practitioner Services, (10/49), (07/01/2020). (Accessed Sept. 2020).

**AHCCCS Policy Manual**

AHCCCS covers medically necessary, non-experimental, and cost-effective Telehealth services provided by AHCCCS registered providers.



Eligible Services / Specialties

Synchronous (real-time) Telemedicine:

- Shall not replace provider choice for healthcare delivery modality.
- Shall not replace member choice for healthcare delivery modality.
- Shall be AHCCCS-covered services that are medically necessary and cost effective.

AHCCCS covers Teledentistry for Early and Periodic Screening, Diagnostic and Treatment (EPSDT) aged members when provided by an AHCCCS registered dental provider. Teledentistry includes the provision of preventative and other approved therapeutic services by the AHCCCS registered Affiliated Practice Dental Hygienist, who provides dental hygiene services under an affiliated practice relationship with a dentist. Teledentistry does not replace the dental examination by the dentist, limited periodic and comprehensive examinations cannot be billed through the use of Teledentistry alone.

Non-emergency transportation (NEMT) is a covered benefit for member transport to and from the Originating Site where applicable.

**Source:** AZ Medical Policy for AHCCCS Covered Services. Telehealth and Telemedicine Ch 300, (320-I pg. 2-3), Oct. 2019. (Accessed Sept. 2020).

Teledentistry services will be reimbursed for enrollees under the age of 21.

**Source:** AZ Statute, Sec. 36-2907.13. (Accessed Sept. 2020).

Eligible Providers

**Fee-for-Service Provider Manual & IHS/Tribal Provider Billing Manual**

Telehealth, including Teledentistry services, may be provided by AHCCCS registered providers, within their scope of practice.

**Source:** AZ Health Care Cost Containment System, AHCCCS Fee-For-Service Provider Manual, Ch. 10: Individual Practitioner Services, (10-49), (07/01/2020) & IHS/Tribal Provider Billing Manual (8/51), (07/01/2020). (Accessed Sept. 2020).

Telehealth and telemedicine may qualify as a FQHC/RHC visit if it meets the requirements as specified in AMPM Policy 320-I.

**Source:** AZ Health Care Cost Containment System, AHCCCS. Provider Qualifications and Provider Requirements. Ch. 600, (670 Pg. 3). Oct. 2015 (Accessed Jul. 2020) & AZ Health Care Cost Containment System, AHCCCS Fee-For-Service Provider Manual, Ch. 10 Addendum: FQHC/RHC, (10-3), (7/26/2019). (Accessed Sept. 2020).

Eligible Sites

**Fee-for-service manual definitions:**

Distant site means “the site at which the provider delivering the service is located at the time the service is provided via telehealth (formerly hub site).”

Originating site means “the location of the AHCCCS member at the service is being furnished via telehealth or where the asynchronous service originates (formerly spoke site). This is considered the place of service.”

**Source:** AZ Health Care Cost Containment System, AHCCCS Fee-For-Service Provider Manual, Ch. 10: Individual Practitioner Services, (10-48), (07/01/2020) & IHS/Tribal Provider Billing Manual, (8/50), (07/01/2020). (Accessed Sept. 2020).

Geographic Limits

There are no geographic restrictions for telehealth. Services delivered via telehealth are covered by AHCCCS in rural and urban regions.

**Source:** AZ Medical Policy for AHCCCS Covered Services. Telehealth and Telemedicine Ch 300, (320-I pg. 2), Oct. 2019, AZ Health Care Cost Containment System, AHCCCS Fee-For-Service Provider Manual, Ch. 10: Individual Practitioner Services, (10-46), & IHS/Tribal Provider Billing Manual, (8/50), (07/01/2020). (Accessed Sept. 2020).



# Medicaid Telehealth Reimbursement

Live Video	Facility/Transmission Fee	No reference found.
Store-and-Forward	Policy	<p>Asynchronous (store-and-forward) is “transmission of recorded health history (e.g. pre-recorded videos, digital data, or digital images, such as x-rays and photos) through a secure electronic communications system between a practitioner, usually a specialist, and a member or other practitioner, in order to evaluate the case or to render consultative and/or therapeutic services outside of a synchronous (real-time) interaction. As compared to a real-time member care, synchronous care allows practitioners to assess, evaluate, consult, or treat conditions using secure digital transmission services, data storage services, and software solutions.”</p> <p><b>Source:</b> AZ Health Care Cost Containment System, AHCCCS Medical Policy for AHCCCS Covered Services, Ch. 300, (320-I pg. 1-2). Oct. 2019 &amp; AZ Health Care Cost Containment System, AHCCCS Fee-For-Service Provider Manual, Ch. 10: Individual Practitioner Services, (10/47-48), (07/01/2020). (Accessed Sept. 2020).</p> <p>AHCCCS will reimburse for store-and-forward in their fee-for-service program for certain services.</p> <p><b>Source:</b> AZ Health Care Cost Containment System, AHCCCS Fee-For-Service Provider Manual, Ch. 10: Professional and Technical Services, (10-46), (07/01/2020) &amp; IHS/Tribal Provider Billing Manual, (8/48), (07/01/2020). (Accessed Sept. 2020).</p>
	Eligible Services/Specialties	<p>The following services are covered via asynchronous telehealth (store-and-forward):</p> <ul style="list-style-type: none"> <li>• Behavioral Health</li> <li>• Cardiology</li> <li>• Dermatology</li> <li>• Infectious Disease</li> <li>• Neurology</li> <li>• Ophthalmology</li> <li>• Pathology</li> <li>• Radiology</li> </ul> <p>Covered behavioral health services can include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Diagnostic consultation and evaluation,</li> <li>• Psychotropic medication adjustment and monitoring,</li> <li>• Individual and family counseling, and</li> <li>• Case management.</li> </ul> <p>Covered behavioral health services via asynchronous telehealth can include Naturalistic Observation Diagnostic Assessment (NODA).</p> <p><b>Source:</b> AZ Health Care Cost Containment System, AHCCCS Fee-For-Service Provider Manual, Ch. 10: Professional and Technical Services, (10/47-49), (07/01/2020) &amp; IHS/Tribal Provider Billing Manual, (8/49-50), (07/01/2020). (Accessed Sept. 2020).</p> <p><b>AHCCS Medical Policy Manual</b>            AHCCCS only covers store-and-forward for the following:</p> <ul style="list-style-type: none"> <li>• Dermatology</li> <li>• Radiology</li> <li>• Ophthalmology</li> <li>• Pathology</li> <li>• Neurology</li> <li>• Cardiology</li> <li>• Behavioral Health</li> <li>• Infectious Disease</li> <li>• Allergy/Immunology</li> </ul> <p><b>Source:</b> AZ Medical Policy for AHCCCS Covered Services. Telehealth and Telemedicine Ch 300, (320-I pg. 2), Oct. 2019. (Accessed Sept. 2020).</p>



# Medicaid Telehealth Reimbursement

Store-and-Forward	Geographic Limits	<p>There are no geographic restrictions for telehealth. Services delivered via telehealth are covered by AHCCCS in rural and urban regions.</p> <p><b>Source:</b> AZ Medical Policy for AHCCCS Covered Services. Telehealth and Telemedicine Ch 300, (320-I pg. 2), Oct. 2019. &amp; AZ Health Care Cost Containment System, AHCCCS Fee-For-Service Provider Manual, Ch. 10: Individual Practitioner Services, (10-46). (Accessed Sept. 2020).</p>
	Transmission Fee	No reference found.
Remote Patient Monitoring	Policy	<p>Remote Patient Monitoring is “personal health and medical data collection from a member in one location via electronic communication technologies, which is transmitted to a provider in a different location for use in providing improved chronic disease management, care, and related support. Such monitoring may be either synchronous (real-time) or asynchronous (store-and-forward).</p> <p><b>Source:</b> AZ Health Care Cost Containment System, AHCCCS Medical Policy for AHCCCS Covered Services, Ch. 300, (320-I pg. 1-2). Oct. 2019. (Accessed Sept. 2020).</p> <p>AHCCCS will reimburse for remote patient monitoring in their fee-for-service program.</p> <p><b>Source:</b> AZ Medical Policy for AHCCCS Covered Services. Telehealth and Telemedicine Ch 300, (320-I pg. 1), Oct. 2019. (Accessed Sept. 2020).</p>
	Conditions	No reference found.
	Provider Limitations	No reference found.
	Other Restrictions	<p>Remote patient monitoring:</p> <ol style="list-style-type: none"> <li>1. Shall not replace provider choice for healthcare delivery modality.</li> <li>2. Shall not replace member choice for healthcare delivery modality.</li> <li>3. Shall be AHCCCS-covered services that are medically necessary and cost effective.</li> </ol> <p><b>Source:</b> AZ Medical Policy for AHCCCS Covered Services. Telehealth and Telemedicine Ch 300, (320-I pg. 3), Oct. 2019. (Accessed Sept. 2020).</p>



# Medicaid Telehealth Reimbursement

Email / Phone / Fax

No reference found.

Consent

Informed consent standards for telehealth services should adhere to all applicable statutes and policies governing telehealth.

**Source:** AZ Health Care Cost Containment System. *Telehealth and Telemedicine Ch 300, (320-I pg. 3), Oct. 2019. (Accessed Sept. 2020).*

Before a provider delivers health care via telehealth, informed consent, written or verbal, is required to be obtained from a member or the member’s Health Care Decision Maker. Exceptions to this consent requirement include:

- If the telehealth interaction does not take place in the physical presence of the member,
- In an emergency situation in which the member, or when applicable, the member’s Health Care Decision Maker is unable to give Informed Consent, or
- Transmission of diagnostic images to a health care provider serving as a consultant or the reporting of diagnostic test results by that consultant.

**Source:** AZ Health Care Cost Containment System. *AHCCCS General and Informed Consent, Ch. 320-Q. pg. 4. 07/01/20. (Accessed Sept. 2020).*

Out of State Providers

No reference found.

Miscellaneous

Contractors shall promote the use of telehealth to support an adequate provider network.

**Source:** AZ Medical Policy for AHCCCS Covered Services. *Telehealth and Telemedicine Ch 300, (320-I pg. 2), Oct. 2019. (Accessed Sept. 2020).*

Behavioral Health Medical Record Requirements include the requirement for members receiving services via telemedicine, to have copies of electronically recorded information of direct, consultative or collateral clinical interviews.

**Source:** AZ Medical Policy for AHCCCS. *Ch. 940: Quality Management and Performance Improvement Program. Pg. 5 & 6. (9/01/2020). (Accessed Sept. 2020).*



**Effective Until January 1, 2021**

“Telemedicine means the interactive use of audio, video or other electronic media for the purpose of diagnosis, consultation or treatment. Does not include the sole use of an audio-only telephone, a video-only system, a facsimile machine, instant messages or electronic mail.”

**Source:** AZ Rev. Statutes. Sec. 20-841.09 & AZ Rev. Statute Sec. 20-1057.13 & 20-1376.05 & 20-1406.05. (Accessed Sept. 2020).

**Effective After January 1, 2021**

[Telemedicine] means the interactive use of audio, video or other electronic media, including asynchronous store-and-forward technologies and remote patient monitoring technologies, for the purpose of diagnosis, consultation or treatment. [Telemedicine] does not include the sole use of an audio-only telephone, a video-only system, a facsimile machine, instant messages or electronic mail.

**Source:** AZ Senate Bill 1089 (2019). & AZ Rev. Statutes. Sec. 20-841.09 & 20-1057.13 & 20-1376.05 & 20-1406.05. (Accessed Sept. 2020).

Under Arizona Administrative Code, Department of Insurance, Health Care Services Organizations Oversight, “telemedicine means diagnostic, consultation, and treatment services that occur in the physical presence of an enrollee on a real-time basis through interactive audio, video, or data communication.”

**Source:** AZ Admin. Code Sec. R20-6-1902. Pg. 127. (Accessed Sept. 2020).

**Effective Until January 1, 2021**

All contracts (Health Care Service Organizations and policies) must provide coverage for specified health care services that are provided through telemedicine if the health care service would be covered were it provided through in-person consultation between the subscriber and a health care provider and provided to a subscriber receiving the service in Arizona. Only applies to specific conditions and settings. A contract may limit the coverage to those health care providers who are members of the corporation’s provider network.

Services provided through telemedicine or resulting from a telemedicine consultation shall comply with Arizona licensure requirements, accreditation standards and any practice guidelines of a national association of medical professionals promoting access to medical care for consumers via telecommunications technology or other qualified medical professional societies to ensure quality of care.

**Source:** AZ Rev. Statutes. Sec. 20-841.09 & AZ Rev. Statute Sec. 20-1057.13 & 20-1376.05 & 20-1406.05. (Accessed Sept. 2020).

**Effective After January 1, 2021**

All contracts (Health Care Service Organizations and policies) issued, delivered or renewed on or after January 1, 2018 must provide coverage for health care services that are provided through telemedicine if the health care service would be covered were it provided through in-person consultation between the subscriber and a health care provider and provided to a subscriber receiving the service in this state. A corporation may not limit or deny coverage of health care services provided through telemedicine and may apply only the same limits or exclusions on a health care service provided through telemedicine that are applicable to an in-person consultation for the same health care service. The contract may limit the coverage to those health care providers who are members of the corporation’s provider network.

**Source:** AZ Senate Bill 1089 (2019). & AZ Rev. Statutes. Sec. 20-841.09 & 20-1057.13 & 20-1376.05 & 20-1406.05. (Accessed Sept. 2020).

Health Care Service Organizations (HCSO) are allowed, but not mandated, to provide access to covered services through telemedicine, telephone, and email.

**Source:** AZ Admin. Code Sec. R20-6-1915. Pg. 130. (Accessed Sept. 2020).



Parity

Service Parity

**Effective Until January 1, 2021**

No parity. Requirement for telehealth coverage only applies to the following conditions and settings:

- Trauma
- Burn
- Cardiology
- Infectious diseases
- Mental health disorders
- Neurologic diseases including strokes
- Dermatology
- Pulmonology
- Urology
- Pain Medicine
- Substance Abuse

**Source:** AZ Senate Bill 1089 (2019) & AZ Rev. Statutes. Sec. 20-841.09 & AZ Rev. Statute Sec. 20-1057.13 & 20-1376.05 & 20-1406.05. (Accessed Sept. 2020).

**Effective After January 1, 2021**

Health care services must be covered through telemedicine if the health care service would be covered when delivered in-person. Services provided through telemedicine or resulting from a telemedicine consultation are subject to all of Arizona’s laws and rules governing prescribing, dispensing and administering prescription pharmaceuticals and devices and shall comply with Arizona licensure requirements, and any practice guidelines of a national association of medical professionals promoting access to medical care for consumers via telecommunications technology or other qualified medical professional societies to ensure quality of care. This section does not apply to limited benefit coverage as defined in section 20-1137.

**Source:** AZ Senate Bill 1089 (2019). & AZ Rev. Statutes. Sec. 20-841.09 & 20-1057.13 & 20-1376.05 & 20-1406.05. (Accessed Sept. 2020).

Payment Parity

No explicit payment parity.

Definitions

Under Arizona Statute, Public Health & Safety, “telemedicine means the practice of health care delivery, diagnosis, consultation and treatment and the transfer of medical data through interactive audio, video or data communications that occur in the physical presence of the patient, including audio or video communications sent to a health care provider for diagnostic or treatment consultation.”

**Source:** AZ Revised Statute Sec. 36-3601. (Accessed Sept. 2020).

Under the Board of Behavioral health, “telepractice” means providing behavioral health services through interactive audio, video or electronic communication that occurs between the behavioral health professional and the client, including any electronic communication for evaluation, diagnosis and treatment, including distance counseling, in a secure platform, and that meets the requirements of telemedicine pursuant to section 36-3602.

**Source:** AZ Revised Statute Sec. 32-3251(15). (Accessed Sept. 2020).



Consent

Providers must obtain and document verbal or written consent before delivery of services. Verbal consent should be documented on the patient’s medical record.

The consent requirement does not apply in the following circumstances:

- If the telemedicine interaction does not take place in the physical presence of the patient.
- In an emergency situation in which the patient or the patient’s health care decision maker is unable to give informed consent.
- To the transmission of diagnostic images to a health care provider serving as a consultant or the reporting of diagnostic test results by that consultant.

**Source:** AZ Revised Statute Sec. 36-3602. (Accessed Sept. 2020).

Online Prescribing

Physicians are prohibited from issuing a prescription to patients without having a physical or mental health status examination to establish a provider-patient relationship.

The physical or mental health status examination can be conducting during a real-time telemedicine encounter, unless the examination is for purpose of obtaining a written certification from the physician for medical marijuana.

**Source:** Arizona Revised Statute Sec. 32-1401(tt). (Accessed Sept. 2020).

Cross State Licensure

An out-of-state doctor may engage in a single or infrequent consultation with an Arizona physician if the consultation regards a specific patient or patients.

**Source:** AZ Revised Statute Sec. 32-1421. (Accessed Sept. 2020).

Arizona has conditionally repealed and asked to withdraw from the Interstate Medical Licensure Compact.

**Source:** AZ Revised Statute Sec. 32-3241. (Accessed Sept. 2020).

Member of Nurse Licensure Compact.

**Source:** AZ Revised Statute Sec. 32-1660 & Nurse Licensure Compact. (Accessed Sept. 2020).

Member of Physical Therapy Compact.

**Source:** AZ Revised Statute Sec. 32-2053 & Physical Therapy Compact. (Accessed Sept. 2020).

Member of Psychology Interjurisdictional Compact.

**Source:** PSYPACT. (Accessed Sept. 2020).

Miscellaneous

Arizona explicitly prohibits the use of telemedicine to provide an abortion.

**Source:** AZ Revised Statute Sec. 36-3604. (Accessed Sept. 2020).

**Professional regulation with telehealth specific standards**

- Board of Psychologist Examiners (**Source:** AZ Reg. Sec. R4-26-109). (Accessed Sept. 2020).
- Board of Behavioral Health Examiners (**Source:** AZ Reg. Sec. R4-6-1106). (Accessed Sept. 2020).

