

Utah

Medicaid Program: Utah Medicaid

Program Administrator: Utah Department of Health

Regional Telehealth Resource Center: Northwest Regional Telehealth Resource Center www.nrtrc.org

Utah 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
✓	✗	✓	✓	✗	IMLC, NLC, PCT, PSYPACT, ASLP-IC, EMS	✓

Utah Detailed Policy

Medicaid Telehealth Reimbursement	Summary	<p>Utah Medicaid reimburses for live video telehealth, and does not reference store-and-forward modality in their policy.</p> <p>Source: <i>Utah Medicaid Provider Manual: Section I: General Information, P. 49 (Jul. 2020). (Accessed Sept. 2020).</i></p> <p>Home telemetry for outpatient long-term cardiac monitoring is allowable with prior authorization under certain conditions.</p> <p>Source: <i>Utah Medicaid Provider Manual: Physician Manual, p. 24 (Oct. 2019). (Accessed Sept. 2020).</i></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 or interactive video communication instead of in person contact.</p> <p>Source: <i>Utah Medicaid Provider Manual: Section I: General Information, p. 48 (Jul. 2020). (Accessed Sept. 2020).</i></p> <p>“Telemedicine” is two-way, real-time interactive communication between the member and the physician or authorized provider at the distant site. This electronic communication uses interactive telecommunications equipment that includes, at a minimum, audio and video equipment.</p> <p>Source: <i>UT Admin. Code R414-42-2. (Accessed Sept. 2020).</i></p>
	Live Video Policy	<p>Providers are eligible for reimbursement for telemedicine services under Utah’s Medical Assistance Program.</p> <p>Source: <i>UT Code Annotated Sec. 26-18-13. (Accessed Sept. 2020).</i></p> <p>Utah Medicaid covers medically necessary, non-experimental and cost-effective services provided via telehealth.</p> <p>Limitations:</p> <ul style="list-style-type: none"> • Must be HIPAA compliant • Must comply with Utah Health Information Network Standards for Telehealth <p>CMS 1500 Professional Claims- Provider must indicate that the service(s) were provided via telehealth by indicating Place of Service 02 on the CMS 1500 claim form with the service’s usual billing codes.</p>



UB-04 Institutional Claims- Providers must indicate that the service(s) were provided via telehealth by appending the GT modifier to the UB-04 institutional claim form with the service's usual billing codes.

Source: *Utah Medicaid Provider Manual: Section I: General Information, p. 48-50 (Jul. 2020). (Accessed Sept. 2020).*

Covered services may be delivered by means of telemedicine, as clinically appropriate, including consultation, evaluation and management services, mental health services, substance use disorder services and telepsychiatric consultations. Must comply with privacy and security measures set forth by HIPAA and with Utah Health Information Network standards for telehealth. These standards provide a uniform standard of billing for claims and encounters delivered via telehealth.

The Department pays the lesser of the amount billed or the rate on the fee schedule. A provider shall not charge the Department a fee that exceeds the provider's usual and customary charges for the provider's private pay patients.

Source: *UT Admin. Code R414-42-3, R414-42-4, & R414-42-5. (Accessed Sept. 2020).*

Eligible services include but are not limited to:

- Consultation services
- Evaluation and management services
- Mental health services
- Substance use disorder services
- Teledentistry
- Telepsychiatric consultations

See manual for high level list of services that can be delivered via telemedicine.

Rural health clinic and federally qualified health clinic services may be delivered via telemedicine.

Source: *Utah Medicaid Provider Manual: Section I: General Information, p. 48-49 (Jul. 2020) & Utah Medicaid Provider Manual: Rural Health Clinics and Federally Qualified Health Centers Services. p.3 (Jan. 2019). (Accessed Sept. 2020).*

The Medicaid program is required to reimburse for telemedicine services at the same rate the Medicaid program reimburses for other health care services (includes managed care plans). The Medicaid program is required to reimburse for telepsychiatric consultations at a rate set by the Medicaid program.

Source: *UT Code 26-18-13.5.(3). (Accessed Sept. 2020).*

Telepsychiatric consultations between a physician and a board-certified psychiatrist are a covered service. See Medicaid Information Bulletin for specific CPT codes to bill.

Source: *Medicaid Information Bulletin. Jul. 2018. Sec. 18-67. (Accessed Sept. 2020).*

Teledentistry services are limited to certain CPT codes.

Source: *Utah Medicaid Provider Manual: Section I: General Information, p. 49 (Jul. 2020). (Accessed Sept. 2020).*

Rehabilitative Mental Health and Substance Use Disorder

Services may be provided via telemedicine when clinically appropriate.

The scope of rehabilitative behavioral health services includes the following:

- Psychiatric Diagnostic Evaluation
- Mental Health Assessment by a Non-Mental Health Therapist
- Psychological Testing
- Psychotherapy with Patient and/or Family Member
- Family psychotherapy with Patient Present and Family Psychotherapy without Patient Present
- Group Psychotherapy and Multiple Family Group Psychotherapy



Medicaid Telehealth Reimbursement

Live Video

Eligible Services / Specialties

- Psychotherapy for Crisis
- Psychotherapy with Evaluation and Management (E/M) Services
- Evaluation and Management (E/M) Services (Pharmacologic Management)
- Therapeutic Behavioral Services
- Psychosocial Rehabilitative Services
- Peer Support Services
- SUD Services in Licensed SUD Residential Treatment Programs
- Assertive Community Treatment (ACT)
- Mobile Crisis Outreach Teams (MCOT)

Source: Utah Medicaid Provider Manual: Rehabilitative Mental Health and Substance Use Disorder Services. P. 9. (Jul. 2020) (Accessed Sept. 2020).

Eligible Providers

The distant site provider may participate in the telehealth interaction from any appropriate location.

Psychiatrists are limited to reporting certain CPT codes.

Rural health clinic and federally qualified health clinic services may be delivered via telemedicine.

Source: Utah Medicaid Provider Manual: Section I: General Information, p. 49-51 (Jul. 2020). (Accessed Sept. 2020).

Eligible Sites

It is acceptable to use telehealth to facilitate contact directly between a member and a provider. Services can be provided between a member and a distant site provider when a member is in their home or other location of their choice.

Source: Utah Medicaid Provider Manual: Section I: General Information, p. 49 (Jul. 2020), (Accessed Sept. 2020).

Geographic Limits

There are no geographic restrictions for telehealth services.

Source: Utah Medicaid Provider Manual: Section I: General Information, p. 48 (Jul. 2020). (Accessed Sept. 2020).

Home and Community Based Services Autism Waiver

For those clients living outside of the Wasatch Front, the BCBA may use tele-health for the supervision time. In-person visits should be used for those clients living inside the Wasatch Front.

Source: Utah Medicaid Provider Manual: Home and Community Based Waiver Services Autism Waiver, p. 10, (Jan. 2016). (Accessed Sept. 2020).

Facility/Transmission Fee

The provider at the originating site receives no additional reimbursement for the use of telemedicine.

Source: Utah Medicaid Provider Manual: Section I: General Information, p. 50 (Jul. 2020) & R414-42-4.(3). (Accessed Sept. 2020).



Medicaid Telehealth Reimbursement

Store-and-Forward	Policy	No reference found.
	Eligible Services/Specialties	No reference found.
	Geographic Limits	No reference found.
	Transmission Fee	No reference found.
Remote Patient Monitoring	Policy	<p>Bulletin indicates The Skilled Nursing Pilot Project has been removed from manual.</p> <p>Source: <i>Medicaid Information Bulletin July 2019 (Accessed Sept. 2020).</i></p> <p>Home telemetry for outpatient long-term cardiac monitoring is allowed with prior authorization. Criteria include:</p> <ul style="list-style-type: none"> • Must be ordered by a neurologist • Member must have had a stroke or TIA with no identifiable cause • Member should have already had 24-hour monitoring done previously • Member should not be currently taking anti-coagulated or Warfarin for any other reason • Member should not have a known contraindication for Warfarin • Outpatient long-term cardiac monitoring may only be authorized for the 30-day test • Data from the test must be reviewed and interpreted by a cardiologist <p>Source: <i>Utah Medicaid Provider Manual: Physician Manual, p. 24 (Oct. 2019). (Accessed Sept. 2020).</i></p>



Medicaid Telehealth Reimbursement

Remote Patient Monitoring	Conditions	<p>Only for patients with a long-term cardiac health issue.</p> <p>Source: <i>Utah Medicaid Provider Manual: Physician Manual, p. 24 (Oct. 2019). (Accessed Sept. 2020).</i></p>
	Provider Limitations	<p>Test must be ordered by a neurologist and reviewed and interpreted by a cardiologist.</p> <p>Source: <i>Utah Medicaid Provider Manual: Physician Manual, p. 24 (Oct. 2019). (Accessed Sept. 2020).</i></p>
	Other Restrictions	<p>No reference found.</p>
Email / Phone / Fax	<p>Interprofessional telephone/internet assessment and management services are listed as a covered service for psychiatrists.</p> <p>Source: <i>Utah Medicaid Provider Manual: Section I: General Information, p. 49 (Jul. 2020). (Accessed Sept. 2020).</i></p> <p>Telephone contact can be billed in the Targeted Case Management for Early Childhood program.</p> <p>Source: <i>Utah Medicaid Provider Manual: Targeted Case Management, Early Childhood Ages 0-4, p. 10, (Jul. 2016). (Accessed Sept. 2020).</i></p>	
Consent	<p>No reference found.</p>	
Out of State Providers	<p>No reference found.</p>	



Psychiatrist service will be covered by all Managed Care Entities (MCE). If a member receiving the service is part of an MCE, then the provider must be enrolled with the member's MCE in order to receive reimbursement.

Source: *Utah Medicaid Provider Manual: Section I: General Information, p. 49 (Jul. 2020). (Accessed Sept. 2020).*

If the required face-to-face encounter for certain durable medical equipment occurred via telehealth it must be documented.

Source: *Utah Medicaid Provider Manual: Durable Medical Equipment, p. 6, (Jul. 2020). (Accessed Sept. 2020)*

Home and Community Based New Choices Waiver Services

A non face-to-face medication reminder system using telecommunication device is covered.

Source: *Utah Medicaid Provider Manual: Home and Community Based Waiver Services, New Choices Waiver, p. 75, (Jul. 2020). (Accessed Sept. 2020).*

Home and Community Based Services Autism Waiver

For those clients living outside of the Wasatch Front, the BCBA may use tele-health for the supervision time. In-person visits should be used for those clients living inside the Wasatch Front.

Source: *Utah Medicaid Provider Manual: Home and Community Based Waiver Services Autism Waiver, p. 10, (Jan. 2016). (Accessed Sept. 2020).*

"Digital health service means the electronic transfer, exchange, or management of related data for diagnosis, treatment, consultation, educational, public health, or other related purposes."

Source: *UT Code, 26-9f-102. (Accessed Sept. 2020).*

"Telehealth services" means the transmission of health-related services or information through the use of electronic communication or information technology.

"Telemedicine services" means telehealth services including:

- Clinical care;
- Health education;
- Health administration;
- Home health;
- Facilitation of self-managed care and caregiver support; or
- Remote patient monitoring occurring incidentally to general supervision; and

Must be provided by a provider to a patient through a method of communication that:

- Uses asynchronous store-and-forward transfer; or
- Uses synchronous interaction; and

Meets industry security and privacy standards, including compliance with:

- The federal Health Insurance Portability and Accountability Act of 1996, Pub. L. No. 104-191, 110 Stat. 1936, as amended; and
- The federal Health Information Technology for Economic and Clinical Health Act, Pub. L. No. 111-5, 123 Stat. 226, 467, as amended.

Source: *Utah Code, 26-60-102. (Accessed Sept. 2020).*

All health insurance plans must disclose whether the insurer provides coverage for telehealth services in accordance with section 26-18-13.5 and terms associated with that coverage.

Source: *UT Code 31A-22-613.5(2)(f). (Accessed Sept. 2020).*

A health benefit plan that offers coverage for mental health services shall:

- Provide coverage for telepsychiatric consultation during or after an initial visit between the patient and a referring in-network physician;



Private Payer Laws	Requirements	<ul style="list-style-type: none"> • Provide coverage for a telepsychiatric consultation from an out-of-network board certified psychiatrist if the consultant is not made available to a physician within seven business days after the initial request is made by an in-network provider; and • Reimburse for the services at the equivalent of the in-network or out-of-network rate set by the benefit plan after taking into account cost-sharing that may be required under the health benefit plan. <p>An insurer can also meet the requirement to cover telepsychiatric consultation for a patient by providing coverage for behavioral health treatment (see statute for details).</p> <p>Source: <i>UT Code, 31A-22-649. (Accessed Sept. 2020).</i></p>	
	Parity	Service Parity	<p>A health benefit plan offered in the individual market, the small group market, or the large group market and entered into or renewed on or after January 1, 2021, shall provide coverage for telemedicine services that are covered by Medicare.</p> <p>Source: <i>UT Code, 31A-22-649.5 (2(a)). (HB 313 -2020 Session) (Accessed Sept. 2020).</i></p>
		Payment Parity	<p>A health benefit plan offered in the individual market, the small group market, or the large group market and entered into or renewed on or after January 1, 2021, shall reimburse, at a commercially reasonable rate, a network provider that provides the telemedicine services covered by Medicare.</p> <p>Source: <i>UT Code, 31A-22-649.5 (2(b)). (HB 313 -2020 Session) (Accessed Sept. 2020).</i></p>
Professional Regulation/Health & Safety	Definitions	<p>Telehealth services means the transmission of health-related services or information through the use of electronic communication or information technology.</p> <p>“Telemedicine services” means telehealth services including:</p> <ul style="list-style-type: none"> • Clinical care; • Health education; • Health administration; • Home health; • Facilitation of self-managed care and caregiver support; or • Remote patient monitoring occurring incidentally to general supervision; and <p>Provided by a provider to a patient through a method of communication that:</p> <ul style="list-style-type: none"> • Uses asynchronous store and forward transfer; or • Uses synchronous interaction; and <p>Meets industry security and privacy standards, including compliance with:</p> <ul style="list-style-type: none"> • The federal Health Insurance Portability and Accountability Act of 1996, Pub. L. No. 104-191, 110 Stat. 1936, as amended; and • The federal Health Information Technology for Economic and Clinical Health Act, Pub. L. No. 111-5, 123 Stat. 226, 467, as amended. <p>Source: <i>UT Code, 26-60-102(8-9). (Accessed Sept. 2020).</i></p> <p>“Teledentistry” means the practice of dentistry using synchronous or asynchronous technology.</p> <p>Source: <i>UT Code, 58-69-102 (12), (SB 135 – 2020 Session). (Accessed Sept. 2020).</i></p>	



Consent

A provider offering telehealth services shall, prior to each patient encounter obtain informed consent to the use of telehealth services.

Source: *UT Admin Code R156-1-602 (2(b)). (Accessed Sept. 2020).*

When a licensed dental professional uses teledentistry, the licensed professional shall ensure informed consent.

Source: *UT Code, 58-69-102 (12), (SB 135 – 2020 Session). (Accessed Sept. 2020).*

Online Prescribing

Before providing treatment or prescribing a prescription drug, provider must:

- Obtain and document patient's relevant clinical history and current symptoms

Except as specifically provided in Title 58, Chapter 83, Online Prescribing, Dispensing, and Facilitation Licensing Act, and unless a provider has established a provider-patient relationship with a patient, a provider offering telemedicine services may not diagnose a patient, provide treatment, or prescribe a prescription drug based solely on one of the following:

- an online questionnaire;
- an email message; or
- a patient-generated medical history.

See statute for requirements if the patient has a designated health care provider who is not the telemedicine provider.

Source: *UT Code, 26-60-103(1(c) & 3). (Accessed Sept. 2020).*

Providers must first obtain information in the usual course of professional practice that is sufficient to establish a diagnosis, to identify conditions, and to identify contraindications to the proposed treatment; or with prescriptive authority conferred by an exception issued under this title, or a multi-state practice privilege recognized under this title, if the prescription was issued without first obtaining information, in the usual course of professional practice, that is sufficient to establish a diagnosis, to identify underlying conditions, and to identify contraindications to the proposed treatment.

Source: *UT Code, 58-1-501(2(m)). (Accessed Sept. 2020).*

Cross-State Licensing

An out-of-state physician may practice without a Utah license if:

- The physician is licensed in another state, with no licensing action pending and at least 10 years of professional experience;
- The services are rendered as a public service and for a noncommercial purpose;
- No fee or other consideration of value is charged, expected or contemplated, beyond an amount necessary to cover the proportionate cost of malpractice insurance; and
- The physician does not otherwise engage in unlawful or unprofessional conduct.

Source: *UT Code Annotated Sec. 58-67-305(7). (Accessed Sept. 2020).*

A mental health therapist licensed in another state and in good standing can provide short term transitional mental health therapy remotely if:

- The mental health therapist is present in the state where he/she is licensed;
- The client relocates to Utah, and was a client immediately before the relocation;
- The therapy or counseling is provided for a maximum of 45 days after the client relocates;
- Within 10 days of the client's relocation, the mental health therapist provides a written notice to the Division of Occupational and Professional Licensing of their intent to provide therapy/counseling remotely; and
- The mental health therapist does not engage in unlawful or unprofessional conduct.

Source: *UT Code, 58-61-307(k). (Accessed Sept. 2020).*



Cross-State Licensing

Member of the interstate medical licensure compact.

Source: *Interstate Medical Licensure Compact. (Accessed Sept. 2020).*

Member of Psychology Interjurisdictional Compact.

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

Member of the Nurse Licensure Compact.

Source: *Nurse Licensure Compact. (Accessed Sept. 2020).*

Member of the Physical Therapy Licensure Compact.

Source: *PT Compact. Compact Map. (Accessed Sept. 2020).*

Member of the Audiology and Speech-language Pathology Interstate Compact.

Source: *ASPL Compact. Compact Map. (Accessed Sept. 2020).*

Member of the Emergency Medical Services Compact.

Source: *EMS Compact. (Accessed Sept. 2020).*

Miscellaneous

If a hospital participates in telemedicine, it shall develop and implement policies governing the practice of telemedicine in accordance with the scope and practice of the hospital.

These policies shall address security, access and retention of telemetric data, and define the privileging of all health professionals who participate in telemedicine.

Source: *UT Admin. Code R432-100-33. (Accessed Sept. 2020).*

