

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

Arizona Policy At-a-Glance

MEDICAID REIMBURSEMENT			PRIVATE PAYER LAW		PROFESSIONAL REQUIREMENTS	
LIVE VIDEO	STORE-AND-FORWARD	REMOTE PATIENT MONITORING	LAW EXISTS	PAYMENT PARITY	LICENSING COMPACT	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 consulting provider. Tele-presenter 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), (10/1/2019) & IHS/Tribal Provider Billing Manual (8/47-49), (10/1/2019). (Accessed Feb. 2020).

Definitions

Asynchronous or “Store-and-forward” means “the transmission of recorded health history (e.g. pre-recorded videos and digital images, such as x-rays and photos) through a secure electronic communications system to a practitioner, usually a specialist, who uses the information to evaluate the case or render consultative services outside of a synchronous (real-time) interaction. As compared to a real-time visit, this service provides access to data after it has been collected, and involves communication tools such as secure email or telehealth software solutions.”

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 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.” Service delivery via telemedicine can occur in one of two ways:

- Real time means “the two-way interaction between a person (patient, caregiver, or provider) and a provider using interactive audio and video. The patient is at the originating site and the provider is at the distant site. It includes the transfer of information and medical data between two sites simultaneously: the distant site and the originating site... Diagnostic, consultation, and treatment services are delivered through interactive audio, video, and/or data communication.”



Definitions

- “Remote patient monitoring is “the personal health and medical data collection from an individual in one location via electronic communication technologies, which is transmitted to a provider (sometimes via a data processing services) in a different location for use in providing improved chronic disease management care and related support.”

Source: AZ Health Care Cost Containment System, AHCCCS Fee-For-Service Provider Manual, Ch. 10: Individual Practitioner Services, (10/47-48), (10/1/2019). & IHS/Tribal Provider Billing Manual, (8/48-49), (10/1/19). (Accessed Feb. 2020).

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.”

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).

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 Feb. 2020).

Policy

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, (10/46), (10/1/2019) & IHS/Tribal Provider Billing Manual, (8/47), (10/1/19). (Accessed Feb. 2020).

Live Video

Eligible Services / Specialties

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), (10/1/2019); IHS/Tribal Provider Billing Manual, (8/47-50), (10/1/2019) (Accessed Feb. 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), (10/1/2019), (Accessed Feb. 2020).

AHCCCS Policy Manual

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

Synchronous (real-time) Telemedicine:

- 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.

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, (320-1 pg. 2-3), Oct. 2019. (Accessed Feb. 2020)

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

Source: AZ Statute, Sec. 36-2907.13. (Accessed Feb. 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, (10-50), (10/1/2019) & IHS/Tribal Provider Billing Manual (8/51), (10/1/2019). (Accessed Feb. 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 Feb. 2020) & AZ Health Care Cost Containment System, AHCCCS Fee-For-Service Provider Manual, Ch. 10 Addendum: FQHC/RHC, (10-3), (7/26/2019) (Accessed Feb. 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), (10/1/2019) & IHS/Tribal Provider Billing Manual, (8/49), (10/1/2019). (Accessed Feb. 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. (Accessed Feb. 2020).

AHCCCS does not place limitations on the place of service for services provided by telehealth.

Source: AZ Health Care Cost Containment System, AHCCCS Fee-For- Service Provider Manual, Ch. 10: Professional and Technical Services, (10/48), (10/1/2019) & IHS/Tribal Provider Billing Manual, (8/49), (10/1/2019). (Accessed Feb. 2020).

Facility/Transmission Fee

No reference found.



Policy

AHCCCS will reimburse for store-and-forward in their fee-for-service program.

Source: AZ Health Care Cost Containment System, AHCCCS Fee-For-Service Provider Manual, Ch. 10: Professional and Technical Services, (10-46), (10/1/2019) & IHS/Tribal Provider Billing Manual, (8/47), (10/1/2019). (Accessed Feb. 2020).

Eligible Services/Specialties

The following services are covered via asynchronous telehealth (store-and-forward):

- Behavioral Health
- Cardiology
- Dermatology
- Infectious Disease
- Neurology
- Ophthalmology
- Pathology
- Radiology

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.

Covered behavioral health services via asynchronous telehealth can include Naturalistic Observation Diagnostic Assessment (NODA).

Source: AZ Health Care Cost Containment System, AHCCCS Fee-For-Service Provider Manual, Ch. 10: Professional and Technical Services, (10/47-49), (10/1/2019) & IHS/Tribal Provider Billing Manual, (8/48-50), (10/1/2019). (Accessed Feb. 2020).

AHCCS Medical Policy Manual

AHCCCS only covers store-and-forward for the following:

- Dermatology
- Radiology
- Ophthalmology
- Pathology
- Neurology
- Cardiology
- Behavioral Health
- Infectious Disease
- Allergy/Immunology

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

AHCCCS does not place limitations on the place of service for services provided by telehealth.

Source: AZ Health Care Cost Containment System, AHCCCS Fee-For-Service Provider Manual, Ch. 10: Professional and Technical Services, (10/48), (10/1/2019) & IHS/Tribal Provider Billing Manual, (8/49), (10/1/2019). (Accessed Feb. 2020).

Transmission Fee

No reference found.



Medicaid Telehealth Reimbursement

Remote Patient Monitoring	Policy	<p>AHCCCS will reimburse for remote patient monitoring in their fee-for-service program.</p> <p>Source: AZ Medical Policy for AHCCCS Covered Services. Telehealth and Telemedicine Ch 300, (320-I pg. 1), Oct. 2019. (Accessed Feb. 2020).</p>
	Conditions	No reference found.
	Provider Limitations	No reference found.
	Other Restrictions	<p>Remote patient monitoring:</p> <ol style="list-style-type: none"> 1. Shall not replace member choice for healthcare delivery modality. 2. Shall be AHCCCS-covered services that are medically necessary and cost effective. <p>Source: AZ Medical Policy for AHCCCS Covered Services. Telehealth and Telemedicine Ch 300, (320-I pg. 1), Oct. 2019. (Accessed Feb. 2020).</p>
Email / Phone / Fax	No reference found.	
Consent	<p>Informed consent standards for telehealth services should adhere to all applicable statutes and policies governing telehealth.</p> <p>Source: AZ Health Care Cost Containment System. Telehealth and Telemedicine Ch 300, (320-I pg. 3), Oct. 2019. (Accessed Feb. 2020).</p> <p>Informed consent, written or verbal, is required to be obtained from a member or legal guardian prior to the provision of telemedicine services.</p> <p>Prior oral informed consent is required for delivery of behavioral health services through telemedicine.</p> <p>Source: AZ Health Care Cost Containment System. AHCCCS General and Informed Consent, Ch. 320-Q. pg. 1 & 6. 1/25/19. (Accessed Feb. 2020).</p>	



Medicaid Telehealth Reimbursement	Out of State Providers	No reference found.
	Miscellaneous	<p>Contractors shall promote the use of telehealth to support an adequate provider network.</p> <p>Source: AZ Medical Policy for AHCCCS Covered Services. Telehealth and Telemedicine Ch 300, (320-I pg. 2), Oct. 2019. (Accessed Feb. 2020).</p> <p>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.</p> <p>Source: AZ Medical Policy for AHCCCS. Ch. 940: Quality Management and Performance Improvement Program. Pg. 7. (1/25/19). (Accessed Feb. 2020).</p>
Private Payer Laws	Definitions	<p>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.”</p> <p>Source: AZ Rev. Statutes. Sec. 20-841.09 & AZ Rev. Statute Sec. 20-1057.13 & 20-1376.05 & 20-1406.05. (Accessed Feb. 2020).</p> <p>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.</p> <p>Source: AZ Senate Bill 1089 (2019). & AZ Rev. Statutes. Sec. 20-841.09 & 20-1057.13 & 20-1376.05 & 20-1406.05 (Accessed Feb. 2020).</p> <p>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.”</p> <p>Source: AZ Admin. Code Sec. R20-6-1902. (Accessed Feb. 2020).</p>
	Requirements	<p>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.</p> <p>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.</p> <p>Source: AZ Rev. Statutes. Sec. 20-841.09 & AZ Rev. Statute Sec. 20-1057.13 & 20-1376.05 & 20-1406.05. (Accessed Feb. 2020).</p>



Requirements

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 Feb. 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. (Accessed Feb. 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 Rev. Statutes. Sec. 20-841.09 & AZ Rev. Statute Sec. 20-1057.13 & 20-1376.05 & 20-1406.05. (Accessed Feb. 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, 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. 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 Feb. 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 Feb. 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 Feb. 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 Feb. 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 Feb. 2020).

Cross State Licensing

An out-of-state doctor may engage in a single or infrequent consultation with an Arizona physician.

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

Arizona adopted the Interjurisdictional Compact of the Association of State and Provincial Psychology Boards (PSYPACT).

Source: AZ Revised Statute Sec. 32-2087. (Accessed Feb. 2020).

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

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

Member of Nurse Licensure Compact.

Source: AZ Revised Statute Sec. 32-1660. (Accessed Feb. 2020).

Member of Physical Therapy Compact.

Source: AZ Revised Statute Sec. 32-2053. (Accessed Feb. 2020).



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

Source: *AZ Revised Statute Sec. 36-3604 (2012). (Accessed Feb. 2020).*

Professional regulation with telehealth specific standards

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

