

# Iowa

**Medicaid Program:** Iowa Medicaid Enterprise (IME)

**Program Administrator:** Iowa Dept. of Human Services

**Regional Telehealth Resource Center:** Great Plains Telehealth Resource and Assistance Center [www.gptrac.org](http://www.gptrac.org)

## Iowa 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
✓	✗	✗	✓	✗	IMLC, NLC, PTC	✗

## Iowa Detailed Policy

Medicaid Telehealth Reimbursement	Summary	<p>Iowa Medicaid pays for telehealth as long as it meets accepted health care practices and standards. The Medicaid program does not have a definition for telehealth, and therefore it is unknown if the term encompasses store-and-forward or remote patient monitoring. Managed care plans in Iowa's Healthy and Well Kids in Iowa (Hawki) program, may cover telehealth and telemonitoring services, but do not appear to be mandated.</p>
	Definitions	<p>No reference found.</p>
	Live Video	<p style="text-align: center;"><b>Policy</b></p> <p>Department of Human Services is required to adopt rules to provide telehealth coverage under Medicaid. Such rules must provide that in-person contact between a health care professional and a patient is not required as a prerequisite for payment.</p> <p style="text-align: center;"><i>Source: IA Senate File 505 (2015), Sec. 12(23), pg. 32-33. (Accessed Feb. 2020).</i></p> <p>An in-person contact between a health care professional and a patient is not required as a prerequisite for payment for otherwise-covered services appropriately provided through telehealth in accordance with generally accepted health care practices and standards prevailing in the applicable professional community at the time the services are provided. Health care services provided through in-person consultations or through telehealth shall be treated as equivalent services for the purposes of reimbursement.</p> <p style="text-align: center;"><i>Source: IA Admin Code Sec. 441, 78.55 (249A). (Accessed Feb. 2020).</i></p> <p>Managed care plans in Iowa's Healthy and Well Kids in Iowa (Hawki) program, may cover telehealth and telemonitoring services, but do not appear to be mandated.</p> <p style="text-align: center;"><i>Source: IA Hawki Benefits. (Accessed Feb. 2020).</i></p> <p><b>Crisis Response Services and Subacute Mental Health Services</b>            Payment shall be made for time spent in face-to-face services with the member. "Face-to-face" means services in-person or using telehealth in conformance with the federal Health Insurance Portability and Accountability Act (HIPAA) privacy rules.</p> <p style="text-align: center;"><i>Source: Iowa Dep. of Human Services. Provider Manual. Ch. III Provider Specific Policies. Crisis Response Services, p. 3 &amp; 19, May 1, 2018, p. 19; Subacute Mental Health Services. May 1, 2018, p. 9. (Accessed Feb. 2020).</i></p>



Eligible Services / Specialties

No reference found.

Eligible Providers

The following providers may serve as the distant site provider:

- Physicians
- Nurse Practitioners
- Physician Assistants
- Nurse-Midwives
- Clinical Nurse Specialists
- Certified Registered Nurse Anesthetists
- Clinical Psychologists
- Clinical Social Workers
- Federally Qualified Health Centers
- Behavioral Health Service Providers
  - Licensed Independent Social Workers
  - Licensed Master Social Workers
  - Licensed Marital and Family Therapists
  - Licensed Mental Health Counselors
  - Certified Alcohol and Drug Counselors

**Source:** Iowa Dep. of Human Services. Informational Letter No. 2103-MC-FFS. (Feb. 20, 2020). (Accessed Feb. 2020).

Eligible Sites

The following locations may serve as the originating site:

- The offices of physicians and other practitioners (psychologists, social workers, behavioral health providers, habilitation services providers, and advanced registered nurse practitioners (ARNPs)).
- Hospitals
- Critical Access Hospitals
- Community Mental Health Centers
- Federally Qualified Health Centers
- Rural Health Clinics
- Area Education Agencies (AEAs) and Local Education Agencies

**Source:** Iowa Dep. of Human Services. Informational Letter No. 2103-MC-FFS. (Feb. 20, 2020). (Accessed Feb. 2020).

Geographic Limits

No reference found.



# Medicaid Telehealth Reimbursement

Store-and-Forward	Facility/Transmission Fee	<p>Originating sites are paid a facility fee for telehealth services. FQHCs and RHCs would not bill Q3014 as a separate service because reimbursement for the related costs would occur through the annual cost settlement process.</p> <p><b>Source:</b> Iowa Dep. of Human Services. Informational Letter No. 2103-MC-FFS. (Feb. 20, 2020). (Accessed Feb. 2020).</p>
	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>Managed care plans in Iowa’s Healthy and Well Kids in Iowa (Hawki) program, may cover telehealth and telemonitoring services, but do not appear to be mandated.</p> <p><b>Source:</b> IA Hawki Benefits. (Accessed Feb. 2020).</p> <p><b>Medical Equipment and Supply Dealer</b> Telephone monitoring may be allowed when all the following conditions are met:</p> <ul style="list-style-type: none"> <li>• The medications prescribed and the member’s condition necessitate that the medication be taken at a certain time to avoid complications, and</li> <li>• The member lives alone or others living in the member’s home are unable to provide assistance, and</li> <li>• The member has no other services coming into the home or the frequency is insufficient.</li> </ul> <p><b>Source:</b> Iowa Dep. of Human Services. Provider Manual. Ch. III Provider Specific Policies. Medical Equipment and Supply Dealer. May 1, 2014, p. 7 (Accessed Feb. 2020).</p>



## Medicaid Telehealth Reimbursement

Remote Patient Monitoring	Conditions	No reference found.
	Provider Limitations	No reference found.
	Other Restrictions	No reference found.
Email / Phone / Fax	<p>Note that in almost all program-specific manuals, telephonic interpretive services are allowed.</p> <p><b>Source:</b> Iowa Dep. of Human Services. <i>Provider Manual. Ch. III Provider Specific Policies. Physician Services. July 1, 2014, p. 6 &amp; For other manuals, see: Medicaid Provider Manual. Provider Specific Manuals. (Accessed Feb. 2020).</i></p> <p>Case management can occur by face-to-face contact, telephone, letter, email or fax.</p> <p><b>Source:</b> Iowa Dep. of Human Services. <i>Provider Manual. Ch. III Provider Specific Policies. Targeted Case Management. May 1, 2018, p. 10 (Accessed Feb. 2020).</i></p>	
Consent	No reference found.	
Out of State Providers	No reference found.	
Miscellaneous	<p>Iowa Medicaid uses the POS 02 code adopted by Medicare.</p> <p>Iowa Medicaid will recognize Modifier 95 – Synchronous Telemedicine Service Rendered via Real-Time Interactive Audio and Video Telecommunications System, as informational only.</p> <p><b>Source:</b> IA Admin Code, 441-79.1(7)b(1) &amp; Iowa Dep. of Human Services. <i>Informational Letter No. 2103-MC-FFS. (Feb. 20, 2020). (Accessed Feb. 2020).</i></p>	



Private Payer Laws	Definitions	<p>“Telehealth means the delivery of health care services through the use of interactive audio and video. Telehealth does not include the delivery of health care services through an audio-only telephone, electronic mail message, or facsimile transmission.”</p> <p><b>Source:</b> IA Code 514C.34(1)(c) (Accessed Feb. 2020).</p>	
	Requirements	<p>Policies, contracts, or plans providing third-party payment or prepayment of health or medical expenses shall not discriminate between coverage benefits for health care services that are provided in-person and the same health care services provided through telehealth.</p> <p><b>Source:</b> IA Code 514C.34(2) (Accessed Feb. 2020).</p>	
	Parity	Service Parity	<p>Health care services that are delivered by telehealth must be appropriate and delivered in accordance with applicable law and generally accepted health care practices and standards prevailing at the time the health care services are provided, including all rules adopted by the appropriate professional licensing board having oversight of the health care professional providing the health care services.</p> <p><b>Source:</b> IA Code 514C.34(3) (Accessed Feb. 2020).</p>
		Payment Parity	<p>No explicit payment parity.</p>
Professional Regulation/Health & Safety	Definitions	<p><b>Telecommunications and Technology Commission</b></p> <p>“Telemedicine means use of a telecommunications system for diagnostic, clinical, consultative, data, and educational services for the delivery of health care services or related health care activities by licensed health care professionals, licensed medical professionals, and staff who function under the direction of a physician, a licensed health care professional, or hospital, for the purpose of developing a comprehensive, statewide telemedicine network or education.”</p> <p><b>Source:</b> IA Admin. Code, 751 7.1(8D). (Accessed Feb. 2020).</p>	
	Consent	<p>No reference found.</p>	



Online Prescribing

Pharmacists are prohibited from dispensing prescription drugs if the pharmacist knows or should have known that the prescription was issued solely on the basis of an Internet-based questionnaire, an Internet-based consult, or a telephone consult, and was completed without a pre-existing patient-provider relationship.

**Source:** IA Admin. Code, 657 8.19(5). (Accessed Feb. 2020).

A physician must be physically present with a woman at the time an abortion-inducing drug is provided.

**Source:** IA Admin. Code, 653 13.10(3) (Accessed Feb. 2020).

Cross-State Licensing

Member of the Interstate Medical Licensure Compact.

**Source:** Interstate Medical Licensure Compact. The IMLC. (Accessed Feb. 2020).

Member of Physical Therapy Compact.

**Source:** Physical Therapy Compact. Compact Map. (Accessed Feb. 2020).

Member of Nurse Licensure Compact.

**Source:** Current NLC States and Status. NCSBN. (Accessed Feb. 2020).

Miscellaneous

Iowa provides a list of persons and entities authorized to use the fiber optic network to provide services via telemedicine. The list includes:

- Licensed health care professionals or licensed health care professionals who function under the direction of or collaboration with a physician or a hospital;
- Hospital or physician clinic staff members;
- Professional boards on which health professionals serve;
- Health care employees of facilities that do not have a contractual agreement with the hospital or physician clinic;
- Employees of health care associations for various health care employees;
- Professional board members where the health care professional serves as a member of the board.

**Source:** IA Admin. Code, 751 7.11(8D). (Accessed Feb. 2020).

**Professional Board Telehealth-Specific Regulations**

- IA Board of Dentistry (**Source:** IA Admin Code 650-27.12(153). (Accessed Feb. 2020).
- IA Board of Medicine (**Source:** IA Admin Code Sec. 653.13.11) (Accessed Feb. 2020).
- IA Board of Physical and Occupational Therapists (**Source:** IA Admin Code Sec. 645-201.3 & 645-208.3) (Accessed Feb. 2020).

