

# Massachusetts

**Medicaid Program:** MassHealth

**Program Administrator:** MA Dept. of Health and Human Services

**Regional Telehealth Resource Center:** Northeast Regional Telehealth Resource Center [www.netrc.org](http://www.netrc.org)

## Massachusetts 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
✔	✘	✘	✔	✘	✘	✘

## Massachusetts Detailed Policy

Medicaid Telehealth Reimbursement	Summary	<p>Massachusetts Medicaid (MassHealth) allows for the use of telehealth in Medicaid behavioral health services. Additionally, a 2014 budget bill that allocated funds for the reimbursement of remote patient monitoring mentioned telehealth. CCHP has found no further details regarding this.</p> <p>It should be noted that Massachusetts is a managed care state, and that some individual Medicaid managed care plans may reimburse for telehealth delivered services.</p>
	Definitions	<p><b>Behavioral Health Services</b> Telehealth is the use of electronic communication and information technologies to provide or support clinical care at a distance. The delivery of services through telehealth involves the use of secure interactive audio and video telecommunications systems that permit two-way, real-time communication between a patient and a provider.</p> <p><b>Source:</b> <i>MassHealth All Provider Bulletin 281, p. 1, Jan. 2019. (Accessed Mar. 2020).</i></p>
	Live Video	Policy



Eligible Services / Specialties

**Behavioral Health Services**

Community Health Centers, Community Mental Health Centers, and Outpatient Substance Use Disorder providers (provider types 20, 26 and 28) may deliver the following covered services via telehealth:

- All services specified in 101 CMR 306.00 et seq.; and
- The outpatient services specified in the following categories:
  - Opioid Treatment Services: Counseling;
  - Ambulatory Services: Outpatient Counseling; Clinical Case Management; and
  - Services for Pregnant/Postpartum Clients: Outpatient Services

**Source:** *MassHealth All Provider Bulletin 281, p. 1, Jan. 2019. (Accessed Mar. 2020).*

MassHealth lists specific codes that may be used by community health centers for services delivered through telehealth. See Transmittal Letter for details.

**Source:** *MassHealth Transmittal Letter CHC-113, p. 6-11 & 6-12, Mar. 2020. (Accessed Mar. 2020).*

Eligible Providers

**Behavioral Health Services**

The following sites and providers may deliver behavioral health services via telehealth:

- Community Health Centers\*
- Community Mental Health Centers\*
- Outpatient Substance Use Disorder Providers\*
- Psychologists
- Psychiatrists
- Psychoanalysts
- Clinical Social Workers
- Behavioral Health Nurses
- Nurse Practitioners
- Professional Counselors
- Any other qualified MassHealth provider

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- All services specified in 101 CMR 306.00 et seq.; and
- The outpatient services specified in the following categories:
  - Opioid Treatment Services: Counseling;
  - Ambulatory Services: Outpatient Counseling; Clinical Case Management; and
  - Services for Pregnant/Postpartum Clients: Outpatient Services

**Source:** *MassHealth All Provider Bulletin 281, p. 1-2, Jan. 2019. (Accessed Mar. 2020).*

Eligible Sites

No reference found.

Geographic Limits

**Behavioral Health Services**

There are no geographic or facility restrictions on distant or originating sites.

**Source:** *MassHealth All Provider Bulletin 281, p. 1, Jan. 2019. (Accessed Mar. 2020).*



# Medicaid Telehealth Reimbursement

Store-and-Forward	
Facility/Transmission Fee	No reference found.
Policy	No reference found.
Eligible Services/Specialties	No reference found.
Geographic Limits	No reference found.
Transmission Fee	No reference found.



## Medicaid Telehealth Reimbursement

Remote Patient Monitoring	Policy	No reference found.
	Conditions	No reference found.
	Provider Limitations	No reference found.
	Other Restrictions	No reference found.
Email / Phone / Fax	No reference found.	
Consent	<p>Providers must follow consent and patient information protocol consistent with those followed during in-person visits.</p> <p><b>Source:</b> <i>MassHealth All Provider Bulletin 281, p. 1, Jan. 2019. (Accessed Mar. 2020).</i></p>	



Medicaid Telehealth Reimbursement	Out of State Providers	No reference found.	
	Miscellaneous	<p><b>Behavioral Health Services</b></p> <p>A provider may prescribe Schedule II controlled substances via telehealth only after conducting an initial in-person examination of the patient. Ongoing in-person examinations are required every three months for the duration of the prescription.</p> <p>Telehealth services may only be provided by behavioral health professionals who have been trained in the provision of services via telehealth. See bulletin for specific training, technology, documentation and record keeping requirements.</p> <p><b>Source:</b> <i>MassHealth All Provider Bulletin 281, p. 2-3, Jan. 2019. (Accessed Mar. 2020).</i></p>	
Private Payer Laws	Definitions	<p>Telemedicine as it pertains to the delivery of health care services, shall mean the use of interactive audio, video or other electronic media for the purpose of diagnosis, consultation or treatment. ‘Telemedicine’ shall not include the use of audio-only telephone, facsimile machine or e-mail.”</p> <p><b>Source:</b> <i>Annotated Laws of MA. Part I, Title XXII, Ch. 175, Sec. 47BB. (Accessed Mar. 2020).</i></p>	
	Requirements	<p>An insurer may limit coverage of telemedicine services to those health care providers in a telemedicine network approved by the insurer.</p> <p>A contract that provides coverage for services under this section may contain a provision for a deductible, copayment or coinsurance requirement for a health care service provided through telemedicine as long as the deductible, copayment or coinsurance does not exceed the deductible, copayment or coinsurance applicable to an in-person consultation,</p> <p>Coverage for health care services under this section shall be consistent with coverage for health care services provided through in-person consultation.</p> <p><b>Source:</b> <i>Annotated Laws of MA. Part I, Title XXII, Ch. 175, Sec. 47BB. (Accessed Mar. 2020).</i></p>	
	Parity	Service Parity	<p>Private payers may provide coverage of telemedicine services.</p> <p><b>Source:</b> <i>Annotated Laws of MA. Part I, Title XXII, Ch. 175, Sec. 47BB. (Accessed Mar. 2020).</i></p>
		Payment Parity	<p>No explicit payment parity. Coverage shall be consistent with coverage for health care services provided through in-person consultation.</p> <p><b>Source:</b> <i>Annotated Laws of MA. Part I, Title XXII, Ch. 175, Sec. 47BB. (Accessed Mar. 2020).</i></p>



Definitions	No reference found.
Consent	No reference found.
Online Prescribing	<p>To be valid, a prescription must be issued in the usual course of the physician's professional practice, and within a physician-patient relationship that is for the purpose of maintaining the patient's well-being. In addition, the physician must conform to certain minimum standards of patient care, such as taking an adequate medical history, doing a physical and/or mental status examination and document the findings. This rule applies to any prescription, issued by any means, including the Internet or other electronic process.</p> <p><b>Source:</b> "Internet Prescribing," MA Board of Registration in Medicine. Dec. 17, 2003 &amp; Prescribing Practices Policy and Guidelines. Policy 03-06 (Adopted Oct. 8, 2015), (Accessed Mar. 2020).</p>
Cross-State Licensing	No reference found.
Miscellaneous	No reference found.

