

Pennsylvania

Medicaid Program: Pennsylvania Medical Assistance Program (MA)

Program Administrator: PA Department of Public Welfare

Regional Telehealth Resource Center: Northeast Telehealth Resource Center <https://www.netrc.org>

Pennsylvania 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	✔

Pennsylvania Detailed Policy

Medicaid Telehealth Reimbursement	Summary	<p>The Pennsylvania Medical Assistance Program provides reimbursement for live-video under some circumstances. There is no reimbursement available for store-and-forward or remote patient monitoring.</p>
	Definitions	<p>“Telehealth” in this bulletin refers to the delivery of compensable behavioral health services at a distance using real-time, two-way interactive audio-video transmission. Telehealth does not include telephone conversations, electronic mail messaging or facsimile (fax) transmissions.</p> <p>Source: PA Department of Public Welfare, Medical Assistance Bulletin OMHSAS-20-20, p.2, Feb. 20, 2020, (Accessed Feb. 2020).</p> <p>Telemedicine is the use of real-time interactive telecommunications technology that includes, at a minimum, audio and video equipment as a mode of delivering consultation services.</p> <p>Source: PA Department of Public Welfare, Medical Assistance Bulletin 09-12-31, 31-12-31, 33-12-30, May 23, 2012 (Accessed Feb. 2020).</p>
	Live Video	Policy



See listing for reimbursable procedure codes when the service is provided via interactive telecommunication technology.

Source: PA Department of Human Services, *Medical Assistance Program Fee Schedule for Consultations Performed Using Interactive Telecommunication Technology*, p. 3 (May 23, 2012), (Accessed Feb. 2020).

Source: PA Department of Public Welfare, *Medical Assistance Bulletin OMHSAS-20-20, Attachment A, Feb. 20, 2020*, (Accessed Feb. 2020).

Psychiatric Outpatient Clinics, Psychiatric Partial Hospitalization Programs, and Drug & Alcohol Outpatient Clinics can bill for specified services provided by psychiatrists, licensed psychologists, CRNPs, PAs, LCSWs, LPCs, and LMFTs in the FFS delivery system. See Attachment A in cited bulletin for a list of procedure codes for services that may be provided using telehealth in the FFS delivery system. Providers must use the appropriate procedure codes and modifiers to identify that the service was delivered using telehealth.

Interpretive services, including sign language, must be provided as necessary.

Source: PA Department of Public Welfare, *Medical Assistance Bulletin OMHSAS-20-20, p.4, Feb. 20, 2020*, (Accessed Feb. 2020).

PA Medical Assistance Program has a fee schedule that lists codes eligible to be performed using interactive telecommunication technology.

Source: PA Department of Public Welfare, *Fee Schedule for Consultations Performed Using Interactive Telecommunication Technology*, May 23, 2012, (Accessed Feb. 2020).

In the FFS delivery system, psychiatrists, psychologists, CRNPs and PAs certified in mental health, LCSWs, LPCs, and LMFTs can provide services using telehealth in Psychiatric Outpatient Clinics, Psychiatric Partial Hospitalization Programs, and Drug & Alcohol Outpatient Clinics.

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Source: PA Department of Public Welfare, *Medical Assistance Bulletin OMHSAS-20-20, p.2 & 4, Feb. 20, 2020*, (Accessed Feb. 2020).

Pennsylvania Medicaid will provide reimbursement for live video to all Medicaid enrolled physician specialists.

Eligible Providers (fee for service):

- Physicians
- Certified registered nurse practitioners
- Certified nurse midwives

Providers under a managed care system should contact the appropriate managed care organization.

Source: PA Department of Public Welfare, *Medical Assistance Bulletin 09-12-31, 31-12-31, 33-12-30, May 23, 2012* (Accessed Feb. 2020).

Telepsych services delivered in FQHCs and RHCs require providers to have a service description approved by the Office of Mental Health and Substance Abuse Services and the service must be deliverable through the managed care option. Telepsych services are limited to psychologists and psychiatrists.

Source: PA PROMISe, *837 Professional/CMS-1500 Claim Form, Provider Handbook, Appendix E – FQHC/RHC*, p. 10 (Apr. 22, 2014). (Accessed Feb. 2020).



Medicaid Telehealth Reimbursement

Live Video	Eligible Sites	<p>Telehealth cannot be utilized to deliver services to individuals in their homes, unless services are being delivered as part of Assertive Community Treatment (ACT), Dual Diagnosis Treatment Team (DDTT), or Mobile Mental Health Treatment (MMHT) services and only if staff trained in the use of the telehealth equipment and protocols to provide operating support and staff trained to provide in-person clinical intervention are present.</p> <p>In the FFS delivery system, psychiatrists, psychologists, CRNPs and PAs certified in mental health, LCSWs, LPCs, and LMFTs can provide services using telehealth in Psychiatric Outpatient Clinics, Psychiatric Partial Hospitalization Programs, and Drug & Alcohol Outpatient Clinics. BH-MCOs may allow additional provider settings to utilize telehealth.</p> <p>Originating site must have staff trained in telehealth equipment and protocols to provide operating support and staff trained and available to provide in-person clinical intervention, if needed. If ACT, DDTT, or MMHT services are being provided in the home, staff trained in the use of the telehealth equipment and protocols to provide operating support and staff trained to provide in-person clinical intervention if needed must be present.</p> <p>Source: PA Department of Public Welfare, Medical Assistance Bulletin OMHSAS-20-20, p.2-3, Feb. 20, 2020, (Accessed Feb. 2020).</p> <p>A patient is allowed to access a telemedicine consultation at any enrolled office of the referring provider as well as any other participating physicians, certified registered nurse practitioner, or certified nurse midwife (i.e. other than the referring provider).</p> <p>Source: PA Department of Public Welfare, Medical Assistance Bulletin 09-12-31, 31-12-31, 33-12-30, May 23, 2012 (Accessed Feb. 2020).</p>
	Geographic Limits	<p>Providers are reminded that services should be rendered face-to-face whenever practical and appropriate. Some situations providers may consider when determining if the use of telecommunication technology to provide a consultation is practical and appropriate include, but are not limited to, the recipient’s medical condition would make it dangerous to travel, the recipient must travel more than 60 minutes in a rural area or 30 minutes in an urban area, or there are no available openings with an appropriate physician specialist located within the travel limits within a timeframe appropriate to treat the recipient’s condition.</p> <p>Source: PA Department of Public Welfare, Medical Assistance Bulletin 09-12-31, 31-12-31, 33-12-30, May 23, 2012 (Accessed Feb. 2020).</p>
	Facility/Transmission Fee	<p>No reference found.</p>
Store-and-Forward	Policy	<p>Telemedicine does not include the use of telephones, or asynchronous “store and forward” technology such as facsimile machines, electronic mail systems or remote patient monitoring devices.</p> <p>Source: PA Department of Public Welfare, Medical Assistance Bulletin 09-12-31, 31-12-31, 33-12-30, May 23, 2012 (Accessed Feb. 2020).</p>



Medicaid Telehealth Reimbursement

Store-and-Forward	Eligible Services/Specialties	No reference found.
	Geographic Limits	No reference found.
	Transmission Fee	No reference found.
Remote Patient Monitoring	Policy	<p>Telemedicine does not include the use of telephones, or asynchronous “store-and-forward” technology such as facsimile machines, electronic mail systems or remote patient monitoring devices.</p> <p>Source: PA Department of Public Welfare, Medical Assistance Bulletin 09-12-31, 31-12-31, 33-12-30, May 23, 2012 (Accessed Feb. 2020).</p>
	Conditions	No reference found.
	Provider Limitations	No reference found.
	Other Restrictions	No reference found.



Medicaid Telehealth Reimbursement

Email / Phone / Fax

No reimbursement for email.
No reimbursement for telephone.
No reimbursement for FAX.

Source: PA Department of Public Welfare, Medical Assistance Bulletin 09-12-31, 31-12-31, 33-12-30, May 23, 2012 (Accessed Feb. 2020).

Consent

Prior to utilizing telehealth, providers must obtain the consent of the individual to receive services utilizing telehealth. The individual must be informed of all persons who will be present at each end of the transmission and the role of each person. Individuals may refuse services delivered through telehealth. Providers cannot use such refusal as a basis to limit the individual's access to services delivered face to face.

Source: PA Department of Public Welfare, Medical Assistance Bulletin OMHSAS-20-20, p.3, Feb. 20, 2020, (Accessed Feb. 2020).

Out of State Providers

Out-of-state practitioners providing treatment using telehealth to Pennsylvania residents must meet the licensing requirements established by the Pennsylvania Department of State to provide services in the Commonwealth.

Source: PA Department of Public Welfare, Medical Assistance Bulletin OMHSAS-20-20, p.3, Feb. 20, 2020, (Accessed Feb. 2020).

Miscellaneous

Technology Requirements:

Technology used for telehealth, whether fixed or mobile, should be capable of presenting sound and image in real-time and without delay. The telehealth equipment should clearly display the participants' full bodies and their environments. The telehealth equipment must meet any state or federal requirements for the transmission or security of health information.

Providers are responsible to ensure confidentiality and security in the transmission and storage of health information, and to conduct regular reviews, at least annually, of systems used for the delivery of telehealth. Providers must maintain annual and comparative reports of these reviews to be examined by OMHSAS and BH-MCOs upon request. The reports must be retained in a retrievable record, identified by date of review, and include the following information:

- Technology provider certification(s).
- Manifest files of the software being utilized.
- Attestation of systems security checks performed with corresponding results logged on a regular basis.

Confidentiality:

Providers must assure the privacy of the individual receiving services and comply with the Health Insurance Portability and Accountability Act (HIPAA) and other federal and state privacy and confidentiality requirements.

Delivery of Services:

The participant's medical record must indicate when a service is provided using telehealth including, the start and end time of service.



Medicaid Telehealth Reimbursement	Miscellaneous	<p>Quality of Service:</p> <ul style="list-style-type: none"> • The provider using telehealth must maintain written quality protocols for the operation and use of telehealth equipment including the provision of periodic training to ensure that telehealth is provided in accordance with the requirements in this bulletin as well as the provider’s established patient care standards. • The providers must maintain a written procedure detailing a contingency plan for transmission failure or other technical difficulties that render the behavioral health service undeliverable. • The provider must periodically review, at least annually, its quality protocol and delivery of services through telehealth. The provider must maintain annual and comparative reports of these reviews to be examined by OMHSAS and by the responsible BH-MCOs upon request. <p>Source: PA Department of Public Welfare, Medical Assistance Bulletin OMHSAS-20-20, p.2-4, Feb. 20, 2020, (Accessed Feb. 2020).</p>	
Private Payer Laws	Definitions	<p>No reference found.</p>	
	Requirements	<p>No reference found.</p>	
	Parity	Service Parity	<p>No reference found.</p>
		Payment Parity	<p>No reference found.</p>



Definitions	No reference found.
Consent	No reference found.
Online Prescribing	No reference found.
Cross-State Licensure	<p>Member of the Interstate Medical Licensure Compact.</p> <p>Source: <i>The IMLC. Interstate Medical Licensure Compact. (Accessed Feb. 2020).</i></p> <p>Pennsylvania issues extraterritorial licenses that allow practice in Pennsylvania to physicians residing or practicing with unrestricted licenses in an adjoining state, near the Pennsylvania boundary, and whose practice extends into Pennsylvania.</p> <p>Pennsylvania bases the granting of this license on the availability of medical care in the area involved, and whether the adjoining state extends similar privileges to Pennsylvania physicians.</p> <p>Source: <i>PA Statutes Annotated, Title 63 Sec. 422.34(a) and (c)(2). (Accessed Feb. 2020).</i></p>
Miscellaneous	No reference found.

