



Network Notification

Notice Date: April 3, 2020
To: Ohio Medicaid Providers
From: CareSource
Subject: COVID-19: Temporary Telehealth Services - UPDATE
Effective Date: March 9, 2020

Please note: CareSource is monitoring all guidance related COVID-19. This communication is an update on the [COVID-19: Temporary Telehealth Services](#) network notification dated 03/27/2020. CareSource will communicate updates aligned with state guidance as it is released. Please check back regularly for updated information.

Summary

The purpose of this communication is to advise that the OAC Telehealth Services rule 5160-1-18 and the CareSource Telemedicine Services Reimbursement Policy have temporarily been superseded by the emergency rule [5160-1-21](#) published by Ohio Department of Medicaid. Telehealth as defined in the emergency rule is the direct delivery of health care services to a patient via synchronous, interactive, real-time electronic communication comprising both audio and video elements; or activities that are asynchronous and do not have both audio and video elements such as telephone calls, images transmitted via facsimile machine, and electronic mail.

Impact

All participating providers as outlined in the Telehealth Emergency Rule [5160-1-21](#) are eligible to render services to members. CareSource will follow all published regulatory guidance in regards to non-participating provider. All telehealth services rendered must meet the requirements and responsibilities outlined in the emergency rule. CareSource will waive all required face-to-face visit requirements for new and established members as further outlined in the rule.

Please note: *Members who meet the following criteria are not eligible for reimbursement of telehealth services:*

- *Inmate: an individual who is serving time for a criminal offense or who is confined in a state or federal prison, jail, detention facility, or other penal facility;*
- *Inmate of a public institution - a person who is living in a public institution*

Claim Submission

Behavioral health claims provided by Community Behavioral Health Centers (CBHCs) will be processed in accordance to this [Appendix](#).

- Expanded behavioral health services that are rendered via telehealth with dates of service on or after March 9, 2020, will be processed beginning April 15, 2020, when billed with Modifier GT and the appropriate Place of Service for the code based on the [ODM Behavioral Health Provider Manual](#). CBHCs should **NOT** submit claims for expanded behavioral health services rendered via telehealth using the GT modifier prior to April 15, 2020, or the claim could deny. Prior to April 15, CBHCs may bill and be reimbursed for expanded behavioral health services rendered via telehealth without the GT modifier.

All other claims including physical therapy, occupational therapy and speech therapy claims will be processed in accordance to the [Appendix to Rule 5160-1-21](#).

- All additional services that are now eligible to rendered via telehealth due to the temporary emergency expansion, including therapy services, with dates of services on or after March 9, 2020, will be processed beginning April 15, 2020. Providers may begin **immediately** submitting claims for these services with Modifier GT and Place of Service 02: Telehealth, and CareSource will pend the claims. Processing of payment will begin on April 15, 2020.

Importance

Given that COVID-19 is a communicable disease, CareSource members are encouraged to utilize telehealth services when available.

Please note: CareSource reserves the right to implement and revoke this policy without the state specific contractual notification requirements for a change in policy that is normally required. This would apply both for the effective date as well as for the withdrawal of the policy due to the urgent and emergent nature of the COVID-19 pandemic.

Questions?

All general questions related to COVID-19, please contact the Ohio Department of Health at 1-833-427-5634 (1-833-4-ASK-ODH).

Questions related to behavioral health claims provided by Community Behavioral Health Centers (CBHCs) specific guidance, please reference the [Ohio Department of Medicaid Behavioral Health special considerations](#).

Questions specific to the Ohio Department of Medicaid telehealth rules including claims information, please refer to the ODM published [Frequently Asked Questions resource](#) and/or the general Ohio Department of Medicaid [COVID-19 webpage](#).

Questions specific to coding, please refer to the [Appendix to Rule 5160-1-21](#).

All other questions, please contact CareSource's Provider Services at **1-800-488-0134**. Our hours of operation are Monday through Friday, 8 a.m. to 6 p.m. Eastern time.

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