dell children's Health Plan

01/18/2022

CHIP MCOs: Guidance about Telehealth and Telemedicine Requirements

Background:

House Bill (H.B.) 4, 87 Legislature, Regular Session, 2021, makes changes to statute and requires the HHSC to establish policies and procedures to improve access to care under CHIP by encouraging the use of telehealth services, telemedicine medical services, and other telecommunications or information technology.

Key Details:

HHSC's implementation of H.B. 4 in accordance with Section 62.1571, Health and Safety Code, includes the duty to ensure the following requirements are met:

- CHIP enrollees must have the option to receive services through telemedicine medical services, telehealth services, or otherwise using telecommunications or information technology that are comparable to the same types of covered benefits provided without the use of telemedicine medical services, telehealth services, or otherwise using telecommunications or information technology, including the following services:

  (1) preventive health and wellness services;

  (2) case management services;

  (3) behavioral health services, including audio-only services;

  (4) occupational, physical, and speech therapy services; and

  (5) nutritional counseling services.

- MCOs cannot deny reimbursement for a covered health care service or procedure to a network provider solely because the service or procedure was delivered remotely as a telemedicine (physician delivered) or telehealth (non-physician delivered) service. In complying with state and federal requirements to provide access to medically necessary services, an MCO shall continue to use other factors, including clinical and cost effectiveness, to determine whether reimbursement is appropriate for a covered health care service or procedure that was delivered remotely.

- MCOs cannot limit, deny, or reduce reimbursement for a covered health care service or procedure delivered remotely by a network provider based upon the provider's choice of platform. Platform is defined as the technology, system, software, application, modality, or other method through which a telemedicine or telehealth service is delivered; and
- MCOs must ensure that telemedicine and telehealth services promote and support patient centered medical homes through the sharing of a summary of the service(s), exam findings, prescribed medications, and patient instructions between telemedicine and telehealth services providers and members' primary care providers. Members, or their parents or legal guardians, must provide consent to sharing information between providers.

HHSC encourages MCOs to improve access to care through the use of telehealth services, telemedicine medical services, and other telecommunications or information technology. HHSC will amend the Managed Care contracts to reflect CHIP telehealth policies; until that time, this MCO guidance notice serves as official notification of that change.

Resources:

March 9, 2020 MCO Notice: Reminder to MCOs about Flexibility to Provide Teleservices

March 11, 2020 MCO Notice: Clarification to MCOs about Flexibility to Provide Teleservices

For more information, contact Dell Children's Health Plan Provider Relations at **1-844-781-2343** or **shpproviders@seton.org.**