



Provider Bulletin

New Hampshire Medicaid

March 27, 2020

Update on Telehealth During State of Emergency

This notice is being issued in response to questions received from providers on implementation of telehealth services for the NH Medicaid population.

Additional Eligible Provider Types:

The following additional provider types are eligible to provide telehealth services if they are within their scope of practice:

- Federally Qualified Health Centers/ Rural Health Centers
- Language Bank interpreters
- Occupational therapists
- Physical therapists
- Speech and Language pathologists
- Home Health Providers
- Early Supports and Services Providers
- Licensed Out-of-State Medical Providers in good standing per Emergency Order #15
Pursuant to Executive Order 2020-04

Eligible Services:

Any service that would have previously been rendered and Medicaid covered as face-to-face may now be rendered via telehealth. This includes both medical services as well as behavioral health services. Notification to NH Medicaid to transition a member from face-to-face treatment to telehealth visits is not required. All current prior authorization requirements remain in effect, such as for applied behavior analysis and therapy service limit overrides. Annual physical exams cannot be performed via telehealth because the required elements of weight, blood pressure and vitals cannot be completed via telehealth. Additionally, the delivery of personal care services cannot be performed via telehealth.

Reimbursement and Billing

NH Medicaid pays the same rate as if the service was provided face-to-face. Billing for the service delivered should identify the CPT code(s) typically used for in-person visits with the addition of the GT modifier and place of service 02 (telehealth) to the claim form. NH Medicaid is not adopting a different set of procedure codes specific to telehealth.

Examples: An office visit procedure code 99213 performed via telehealth would require the claim to have the GT modifier and place of service 02 (telehealth) when billed. A nursing home visit would be



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billed using either procedure codes 99304-99306 for initial care and 99307-99310 for subsequent care with the GT modifier and place of service 02 (telehealth).

Further bulletins will be issued as telehealth implementation continues during this state of emergency. Additionally, guidance on billing for out-of-state providers will be forthcoming.

If you have questions about this notice, please contact the NH Medicaid Provider Call Center at 1-866-291-1674 or email NHProviderRelations@conduent.com.

Thank you,
NH Medicaid Provider Relations