



New Hampshire Medicaid Telehealth Fact Sheet during COVID-19 State of Emergency Declaration

March 18, 2020

This guidance is being issued in light of the State of Emergency, and the Governor's March 18, 2020 Emergency Order #8 temporarily expanding telehealth services during the COVID-19 State of Emergency Declaration. This expansion and guidance is only in effect for the duration of the State of Emergency.

In order to protect the public's health and mitigate exposure to, and the spread of, COVID-19, Governor Sununu has signed an emergency order, effective immediately, that expands the coverage of telehealth for Commercial insurance and Medicaid including for Managed Care Organizations (MCOs) in regards to eligible providers, originating site, and modality of telehealth platform. Telehealth reimbursement typically requires live video and audio, however, during the declared state of emergency period related to COVID-19 in New Hampshire, audio only telehealth is eligible for reimbursement.

Eligible Providers:

- Physicians/Physician Assistants/APRNs/Clinical Nurse Specialists/Nurse Midwives
- Certified Registered Nurse Anesthetists
- Clinical Psychologists, Clinical Social Workers, Master's Level Psychiatric Nurses
- School Psychologists licensed by the Board of Psychologists
- Pastoral psychotherapists, Marriage and Family Therapists, Clinical Mental Health Counselors
- LADCs, MLADCs, CRSWs, Applied Behavioral Analysts
- Providers licensed by the Board of Mental Health Practice
- Community Mental Health Programs designated by the Department of Health and Human Services.
- Dentists
- Registered Dietitians or Nutritional Professionals

Originating Sites: There are no restrictions, and may include a private residence.

Reimbursement: Medicaid pays the same rate as if the service was provided face-to-face. Billing for the service delivered should follow routine practices as if the service was provided face-to-face, with the addition of a modifier GT indicating the service was provided via telehealth and indicate place of service (POS 02: Telehealth). There is no additional payment to originating sites. Documentation standards follow the regular standards as if the service was delivered face-to-face.

Confidentiality and Privacy Protection Considerations: On March 17th, 2020, the Office for Civil Rights at the U.S. Department of Health and Human Services announced discretion in enforcement of HIPAA rules during the national declaration of a state of emergency related to COVID-19 in order to allow or expanded use of telehealth. In addition to HIPAA compliant telehealth platforms, practitioners may use popular applications that allow for video chats, including Apple FaceTime, Facebook Messenger video

chat, Google Hangouts video, or Skype. Facebook Live, Twitch, TikTok, and similar video communication applications that are public facing, should not be used. Telephone only audio may also be used.

If you have questions regarding please call the New Hampshire Medicaid Provider Call Center 866-291-1674 or 223-4774, or email NHProviderRelations@conduent.com.

Attachment: March 18, 2020 Emergency Order.



**STATE OF NEW HAMPSHIRE
OFFICE OF THE GOVERNOR**

CHRISTOPHER T. SUNUNU
Governor

**STATE OF NEW HAMPSHIRE
BY HIS EXCELLENCY
CHRISTOPHER T. SUNUNU, GOVERNOR**

Emergency Order #8 Pursuant to Executive Order 2020-04

Temporary expansion of access to Telehealth Services to protect the public and health care providers

Pursuant to Section 18 of the Executive order, it is hereby ordered, effective immediately, that:

1. In order to protect the public's health and mitigate exposure to and the spread of COVID-19, all health insurance carriers regulated by the New Hampshire Insurance Department, all health benefit plans authorized under RSA 5-B, and New Hampshire Medicaid coverage, including all Medicaid Managed Care Organizations, are hereby required to allow all in-network providers to deliver clinically appropriate, medically necessary covered services to members via telehealth. This shall include reimbursement for all modes of telehealth, including video and audio, audio-only, or other electronic media provided by medical providers to treat all members for all medically necessary covered services beginning today March 17, 2020, and shall remain in effect until rescinded, or until the State of Emergency is terminated, whichever happens first.
2. All medical providers shall be allowed to perform health care services through the use of all modes of telehealth, including video and audio, audio-only, or other electronic media, to treat the residents of the state of NH for all medically necessary services. Medical providers include Physicians and Physician Assistants, APRNs/ Clinical Nurse Specialists/Nurse Midwives, Certified Registered Nurse Anesthetists, Clinical Psychologists and School Psychologists licensed by the Board of Psychologists, Clinical Social Workers, master's level psychiatric nurses, Pastoral psychotherapists, marriage and family therapists, clinical mental health counselors, and any other provider licensed by the Board of Mental Health Practice, LADCs, MLADCs, CRSWs, applied behavioral analysts, Registered Dietitians or nutritional professionals, Dentists, and community mental health providers.
3. All carriers shall ensure that rates of payment to in-network providers for services delivered via telehealth are not lower than the rates of payment established by the Carrier for services delivered via traditional (i.e. in-person) methods, and shall notify providers for any instructions necessary to facilitate billing for such telehealth services.

4. All carriers shall cover, without any cost-sharing (i.e. copayments, deductibles, or coinsurance), medically necessary treatment delivered via telehealth related to COVID-19 by in-network providers.
5. There shall be no restriction on eligible originating sites for telehealth services. An originating site means the location of the member at the time the service is being furnished via a telecommunications system. This service can include locations such as a practitioner's office, a patient's home, schools, hospitals including critical access hospitals and those with renal dialysis centers, skilled nursing facilities, FQHCs/RHCs, and community mental health centers.
6. The Department of Health and Human Services shall, as necessary, provide assistance and guidance to health care providers in the development and implementation of telehealth services. The Insurance Department shall provide further guidance to affected carriers as necessary to effectuate the purposes of this Order and shall be authorized to enforce this Order as it affects carriers regulated by the Insurance Department.

Given under my hand and seal at the Executive Chambers in Concord, this 18th day of March, in the year of Our Lord, two thousand and twenty, and the independence of the United States of America, two hundred and forty-four.



GOVERNOR OF NEW HAMPSHIRE