



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.