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Overview of Texas Medicaid Telemedicine and Telehealth Billing

Objectives

- Overview and History of Telemedicine and Telehealth in Texas Medicaid
- Where to Find Guidance
- Audiovisual vs. Audio-Only: Choosing the Right Modality
- Navigating Telemedicine and Telehealth Billing
 - Modifiers: Ensuring Appropriate Billing



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Overview of Texas Medicaid Telemedicine and Telehealth Services

Texas Medicaid Coverage:

- Encompasses telemedicine and telehealth services across medical, behavioral health, and therapy domains.
- Offers comprehensive care for children, adolescents, and adults.
- Allows reimbursement to distant-site providers who deliver remote telemedicine and telehealth benefits.

Standard of Care Equivalence:

- Telemedicine and telehealth services mandated to uphold the same standard of care as in-person services.
- Ensures consistent quality and client safety.



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Teleservices History

Telemedicine services became a benefit in Texas Medicaid through House Bill (H.B.) 2386 in 1997

S.B. 670 in 2019 expanded teleservices in Medicaid managed care

Telehealth first authorized in Medicaid program through S.B. 293 in 2011



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COVID-19 and H.B. 4

During the COVID-19 public health emergency (PHE), many additional teleservices were allowed through policy flexibilities



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H.B. 4 (87th Legislature, 2021)

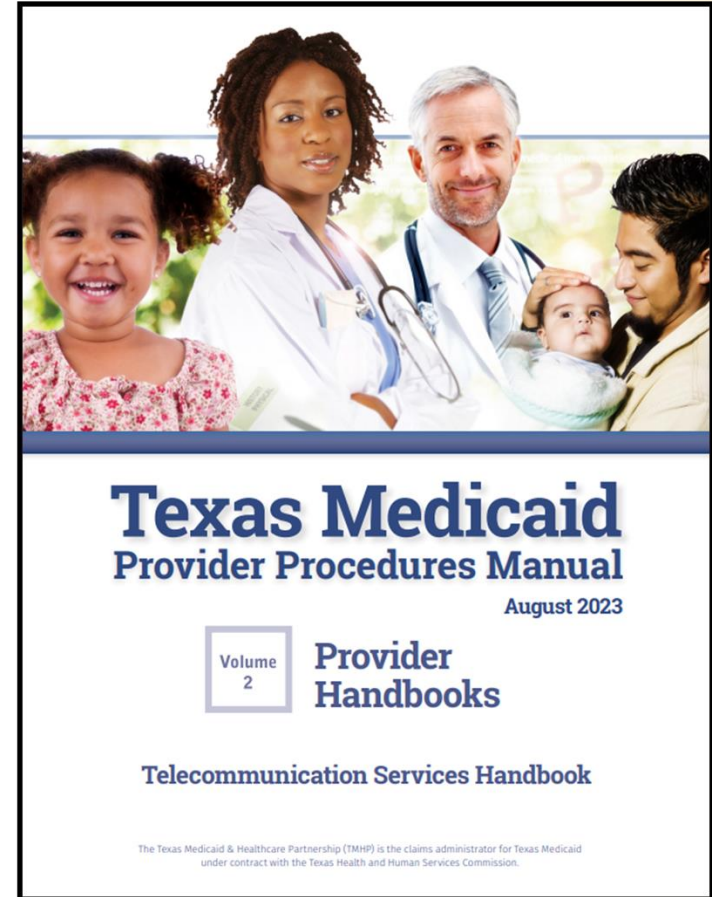
- Audio-only with a focus on behavioral health services

Texas Medicaid Provider Procedures Manual (TMPPM)

- **Updated Monthly:** Information subject to regular updates; avoid desktop storage for accuracy.
- **Website:** Visit www.tmhp.com for current resources.
- **Navigate:** Click on "Medicaid Provider Manual" tab.
- **Find Handbook:** Access the Telecommunications Services Handbook for comprehensive guidance.



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TMPPM - Volume 1

- Preliminary Information
- Provider Enrollment and Responsibilities
- Texas Medicaid Fee-for-Service Reimbursement
- TMHP Electronic Data Interchange (EDI)
- Client Eligibility
- Fee-for-Service Prior Authorizations
- Claims Filing
- Appeals
- Third Party Liability (TPL)
- Appendix A: State, Federal, and TMHP Contact Information
- Appendix B: HIV/AIDS
- Appendix C: Acronym Dictionary



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TMPPM - Volume 2: Handbooks

- Ambulance Services
- Behavioral Health and Case Management Services
- Certified Respiratory Care Practitioner (CRCP) Services
- Children's Services
- Clinics and Other Outpatient Facility Services
- Durable Medical Equipment, Medical Supplies, and Nutritional Products
- Gynecological, Obstetrics, and Family Planning Title XIX Services
- Health and Human Services Family Planning Program Services
- Healthy Texas Women Program
- Home Health Nursing and Private Duty Nursing Services
- Inpatient and Outpatient Hospital Services
- Medicaid Managed Care
- Medical and Nursing Specialists, Physicians, and Physician Assistants
- Medical Transportation Program
- Outpatient Drug Services
- Physical Therapy, Occupational Therapy, and Speech Therapy Services
- Radiology and Laboratory Services
- School Health and Related Services (SHARS)
- **Telecommunication Services**
- Vision and Hearing Services



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Telecommunications in Texas Medicaid

Telecommunications

- Services delivered to a client at a different physical location from the provider.
- Utilizes telecommunications or information technology.

Telemedicine Services

- Medical services provided by Texas Medicaid physicians or qualified health care providers.
- Focuses on delivering medical care remotely.

Telehealth Services

- Non-medical healthcare services offered by licensed, certified, or eligible health professionals.
- Encompasses a broader range of healthcare services beyond medical care.



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Audiovisual Services in Texas Medicaid

- **Synchronous Audiovisual Technology:** Interactive two-way audio and video communication platform meeting HIPAA privacy standards.



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Audio-Only Services in Texas Medicaid

- **Synchronous Audio-Only Technology:** Interactive two-way audio, including telephone, communication platform meeting HIPAA privacy standards.



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Audiovisual and Audio-Only Modifiers

Audiovisual Services

- Modifier 95 - Synchronous telemedicine or telehealth service via real-time interactive audio and video.
- Used for real-time interactive services with audio and visual technology.

Audio-Only Services

- Modifier 93 - Synchronous (non-behavioral health) telemedicine or telehealth service via audio-only telecommunications.
- Modifier FQ – Synchronous (behavioral health) telehealth service via audio-only telecommunications.
- Used for services without visual components.



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Telehealth - Distant Site

- **Provider Location:** Key consideration in telemedicine and telehealth.
- **Examples of Eligible Telehealth Providers:**

Rural Health Clinic (RHC)	Psychologists
Federally Qualified Health Center (FQHC)	Licensed Clinical Social Workers (LCSWs)
Physical Therapists	Licensed Professional Counselors (LPCs)
Occupational Therapists	Licensed Psychological Associates (LPAs)
Speech Therapists	



Telehealth - Distant Site Provider Key Considerations

Distant Site Provider Requirements:

- Be a health professional licensed, certified, or otherwise entitled to practice in Texas.

Establishing Valid Practitioner-Patient Relationship:

- Relationship established through standard of care, prior in-person telemedicine services, or current telemedicine services.

Reimbursable Procedure Codes and Modifiers:

- Procedure codes eligible for reimbursement with modifiers 95 or 93, as specified in the appropriate TMPPM handbooks.
- Behavioral health procedure codes with FQ modifier specified in the appropriate TMPPM handbooks.



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Patient Site

- **Equivalency:** Patient site = originating site = facility site.
- **Provider Eligibility:** Patient site providers, enrolled in Texas Medicaid, qualify for the patient site facility fee reimbursement (procedure code Q3014).
- **Physical Location:** Where the client is located during the service.
- **Client's Home as Patient Site:** A client's home can serve as the patient site for teleservices.
 - **Exception for Q3014:** The patient site facility fee (Q3014) is not allowed to be billed if the patient site is the client's home.



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Reimbursement for Synchronous Audiovisual and Audio-only Technology (1 of 2)

When teleservices are provided using a synchronous audiovisual technology platform, or using store and forward technology in conjunction with synchronous audio-only, reimbursement is contingent upon the following conditions:

- 1. Designation by HHSC:** Services must be designated for reimbursement by HHSC, indicating their eligibility for compensation.
- 2. Informed Consent:** Distant site providers must obtain informed consent from the client, parent, or legally authorized representative before rendering services, unless impractical or dangerous. Verbal consent is permitted.
- 3. Clinical and Cost Effectiveness:** The service must be both clinically effective and cost-effective, as evaluated and published in HHSC's benefit language.



Reimbursement for Synchronous Audiovisual and Audio-only Technology (2 of 2)

- 4. No Sole Denial:** Reimbursement cannot be denied solely because an in-person medical service between the provider and the client did not occur.
- 5. Technology Platform Neutrality:** Providers should not be restricted to using a particular synchronous audiovisual technology platform to receive reimbursement.



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Key Takeaways

- House Bill 4 made permanent many of PHE flexibilities and furthered use of teleservices overall, if deemed clinically effective and cost-effective.
- Stay updated on Texas Medicaid policies and billing guidelines via TMPPM.
- In Texas Medicaid, we distinguish between telemedicine and telehealth and use telecommunications or teleservices to include both terms.
- Proper use of modifiers is essential for accurate billing in telemedicine.
- Compliance with specific reimbursement criteria for telemedicine and telehealth services, whether delivered through synchronous audiovisual or audio-only methods is required.



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Thank you!

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Appendix: References

- [Texas Legislature Online](#) can be used to find the legislation referenced:
 - H.B. 2386, 75th Legislature, Regular Session, 1997
 - S.B. 293, 82nd Legislature, Regular Session, 2011
 - S.B. 670, 86th Legislature, Regular Session, 2019
 - H.B. 4, 87th Legislature, Regular Session, 2021
- [Temporary teleservices website](#) which includes related notices and links to rules
- [Texas Medicaid Provider Procedures Manual](#)
- Uniform Managed Care Manual, Chapter 16.5 – [Service Coordination and Assessment Requirements When Using Telecommunications](#)



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