



Date: April 26, 2022

To: Community Living Assistance and Support Services Providers

Subject: Information Letter No. 2022-24
HB4: Interim Guidance for Behavioral Support, Cognitive Rehabilitation Therapy, Dietary Services, Music Therapy and Recreational Therapy Delivered by Telehealth

Effective May 1, 2022, the Texas Health and Human Services Commission (HHSC) will transition certain COVID-19 flexibilities to interim guidance in accordance with House Bill (H.B.) 4 (87th Legislature, Regular Session, 2021). This information letter provides interim guidance for the delivery of Behavioral Support (BS), Cognitive Rehabilitation Therapy (CRT), Dietary Services (DS), Music Therapy (MT), and Recreational Therapy (RT) services to individuals in the CLASS waiver through telehealth. HHSC will be making updates to the CLASS provider manual to reflect this policy. Until provider manual updates are completed, this interim guidance will serve as official HHSC policy.

Synchronous Audio-Visual Telehealth Allowances

Effective May 1, 2022, HHSC authorizes providers to submit claims for reimbursement of BS, CRT, DS, MT and RT services by telehealth (synchronous audio-visual technology).

For BS, CRT, DS, MT and RT services, per standards of care, telehealth must be clinically appropriate, safe, and agreed to by the client receiving services or by the legally authorized representative (LAR) of the client. Verbal consent is permissible and should be documented in the client's medical record. Telehealth may require participation of a parent or caregiver to assist with the treatment. Providers must be able to defer to the needs of the person receiving services, allowing the mode of service delivery (audio-visual or in-person) to be accessible, person- and family-centered, and primarily driven by the client's choice and not provider convenience.

Telehealth therapy services must be delivered within the provision of current licensure requirements and must be determined clinically appropriate by the rendering therapist.

Telephone (Audio-Only) Allowances

The use of telephone (audio-only) delivery is only permitted for therapy activities that are provided to the individual's LAR or others involved in their care such as a caregiver or family member. These activities should coincide with allowed billable activities within the CLASS handbook. BS, CRT, DS, MT and RT services provided to an individual are not allowed by telephone (audio-only).

Note: Providers must use modifier 95 to indicate remote delivery. Form 3625 comment section should indicate that remote delivery of the service is clinically appropriate per the rendering therapist's professional judgement.

If you have any additional questions about this information letter, please contact CLASSPolicy@hhs.texas.gov.

Sincerely,

[signature on file]

Michelle Erwin
Deputy Associate Commissioner, Office of Policy
Medicaid and CHIP Services