



Date: September 13, 2021

To: Medical Hospice Providers

Subject: IL 2021- 43: Update to Information Letter No. IL 20-37
Telemedicine Flexibility for Face-to-Face Reassessments

This information letter (IL) provides notice that the emergency amendment to Title 40, Texas Administrative Code (TAC), Section 30.14(e), permitting face-to-face reassessments to be conducted as a telemedicine medical service for recertification of hospice services, expires on November 9, 2021. This flexibility, which was outlined in [IL 20-37](#), will no longer be permitted once the emergency rule expires.

Medicaid hospice providers will be expected to resume the face-to-face reassessments on or before November 9, 2021, as required in the 40 TAC [Section 30.14\(e\)\(1\), Certification of Terminal Illness and Record Maintenance. The TAC requirements are as follows:](#)

(e) Face-to-face assessment. To determine an individual's continued eligibility for hospice care for a period of care after the initial period, as described in §30.12 of this subchapter, a hospice physician or hospice advanced practice registered nurse must perform a face-to-face assessment of the individual.

- (1) The hospice must ensure a face-to-face assessment is performed before each subsequent period of care begins, but no more than 30 days before the period begins.
- (2) For an individual who is dually eligible for Medicare and Medicaid, a Medicare face-to-face encounter satisfies the requirement for a face-to-face assessment required by this subsection.

Providers can refer to the Texas Medicaid Provider Procedures Manual, Telecommunication Services Handbook, for additional information about Texas Medicaid telemedicine medical services and telehealth practices. For assistance with

billing claims through TexMedConnect, providers can contact the Texas Medicaid and Healthcare Partnership at 1-800-626-4117, Option 1.

Please note that HHSC is working to propose a permanent TAC rule amendment that will allow this flexibility during a public health emergency. More information is forthcoming through HHSC's TAC rule process.

If you have any questions about this letter, please contact the HHSC Hospice Policy staff by email at HospicePolicy@hhsc.state.tx.us

Sincerely,

[Signature on File]

Michelle Erwin
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Policy and Program
Medicaid and CHIP Services