



## Telehealth Resource Guide

**March 18, 2020**

Nevada Medicaid currently allows for the reimbursement of telehealth services. This guide has been created to aid providers in Nevada with helpful information regarding Nevada Medicaid Policy for telehealth and includes other resources and links that will help providers to maximize the use of telehealth services.

Telehealth is the use of a telecommunications system to substitute for an in-person encounter for professional consultations, office visits, office psychiatry services, and a limited number of other medical services.

Telehealth consists of an "originating site" and a "distant site". The originating site must be located within the State of Nevada and is the location where the recipient is. The originating site can be reimbursed if they are an enrolled Medicaid provider. If the originating site is the recipient's home or a location that is not enrolled in Nevada Medicaid, there is no reimbursement. The distant site is the location of the rendering provider. For reimbursement, this provider must be enrolled with Nevada Medicaid. Additionally, the rendering provider at the distant site must bill using the most appropriate CPT code and a 02 place of service code. Please see the billing guide for telehealth services for more specific information.

Services provided via telehealth must fall within the scope of practice of the rendering provider and must be clinically appropriate for delivery via telehealth. These services can include office visits, consultations, assessments, etc. Services that are not allowable within telehealth are those in which there is a need to be in-person such as basic skills training (BST), psychosocial rehabilitation (PSR), group therapy, occupational therapy and physical therapy and medical services which require direct contact with the patient.

If a service requires a prior authorization in-person, it will also require a prior authorization via telehealth.

During the response for the COVID-19 crisis, Nevada Medicaid may waive certain policy limitations that are currently identified in MSM Chapter 3400. Please see the specific COVID-19 telehealth memo for the most current information. Additionally, please monitor Nevada Medicaid's COVID-19 webpage as information may change frequently.

Questions should be directed to the following email address: [dhcfp@dhcfp.nv.gov](mailto:dhcfp@dhcfp.nv.gov), please title your email telehealth technical assistance.

Medicaid Services Manual (MSM) Chapter 3400 (linked below) outlines the coverage and limitations of telehealth. Additionally, included below are useful links regarding telehealth services:

Please see the Nevada Medicaid COVID-19 telehealth response memo that provides information on telehealth allowances during the COVID-19 crisis, under Provider section:

<http://dhcfp.nv.gov/covid19/>

MSM Chapter 3400, Telehealth Services:

[http://dhcfp.nv.gov/uploadedFiles/dhcfpnhgov/content/Resources/AdminSupport/Manuals/MSM/C3400/MSM\\_3400\\_17\\_07\\_27.pdf](http://dhcfp.nv.gov/uploadedFiles/dhcfpnhgov/content/Resources/AdminSupport/Manuals/MSM/C3400/MSM_3400_17_07_27.pdf)

Medicaid telehealth billing guide:

[https://www.medicaid.nv.gov/Downloads/provider/NV\\_Billing\\_Telehealth.pdf](https://www.medicaid.nv.gov/Downloads/provider/NV_Billing_Telehealth.pdf)

Medicaid.gov telemedicine resource:

<https://www.medicaid.gov/medicaid/benefits/telemedicine/index.html>

Telehealth resource center:

<https://www.telehealthresourcecenter.org/who-your-trc/>

National Frontier and Rural Telehealth (NFARtec) Education Center:

<https://www.nfartec.org/technology-based-supervision-guidelines/>

Webinars provided by the NFARtec:

<https://www.nfartec.org/telehealth-tuesdays/>

**The Telehealth Resource Center is offering this upcoming webinar:**

NCTRC Webinar - Telehealth and COVID-19

Description:

A special webinar from the National Consortium of Telehealth Resource Centers. Hosting TRC: Great Plains Technical Resource and Assistance Center (gpTRAC)

Presented by:

Kerry Palakanis, DNP, APRN  
Executive Director Connect Care Operations  
Intermountain Healthcare

Art Saavedra, MD/PhD, MBA  
Endowed Chair of Dermatology  
Chief of Ambulatory Strategy and Operations  
University of Virginia Health System

Description:

Telehealth can be a means to address COVID-19 through patient monitoring, treating and limiting exposure to infection for vulnerable populations, and protecting health care workers. Telehealth cannot only expand the reach of services to communities that have limited access to needed services, but also provide minimize exposure for both the health worker and patients who are at high risk for infection. This allows patients to receive health services away from settings where potential for contracting COVID-19 are high, such as hospitals and waiting rooms. The National Consortium of Telehealth Resource Centers will be holding a webinar exploring further uses and benefits of telehealth during the COVID-19 outbreak.

Time:

Mar 19, 2020 11:00 AM in Pacific Time (US and Canada)

**To register:** [https://zoom.us/webinar/register/WN\\_qcJHiCQBSHyg3cR-Gc5DjQ](https://zoom.us/webinar/register/WN_qcJHiCQBSHyg3cR-Gc5DjQ)

\*The webinar may be recorded to view if you missed being able to register.