



Update to Telehealth Services

March 27, 2020

The Division of Health Care Financing and Policy has been developing memos to address provider concerns regarding telehealth services amid the COVID-19 crisis in the state. As information is updated from federal guidelines, the following information applies to telehealth services provided to Nevada Medicaid recipients:

- Telehealth is allowable for physical therapy/occupational therapy/speech therapy (PT/OT/ST). Services must be within scope of practice and be appropriate to be delivered via a telehealth platform. Additionally, providers must maintain visual sight of recipients when prompting specific care/services.
- Telephonic physician's office visits will not be accepted when prescribing any Durable Medical Equipment (DME) item that require a face-to-face visit per CMS. Physician's ordering or prescribing DME must follow their scope of practice for the items they are prescribing to ensure proper item, fit, and functionality reducing risk of harm to the recipient.
- Telephonic and video contact is not allowable for DME providers as a means to assess or set-up equipment that is multifaceted or complex, which requires intricate assessment, measurements, or safety evaluation. As always, working within their scope of practice utilizing all options available while ensuring accurate and safe equipment for the recipient is required. In situations that are not multifaceted or complex, video contact for evaluation, set-up, and use training can be utilized while ensuring damage, warranty negotiation, and safety is not a risk.
- For Applied Behavior Analysis (ABA) Nevada Medicaid will cover supervision, assessments and parent training via telehealth. Direct one-on-one services by a Registered Behavior Technician (RBT), Board Certified Assistant Behavior Analyst (BCaBA), or Board Certified Behavior Analyst (BCBA) will not be covered at this time.
- Personal Care Services (PCS) and Hospice care are not allowed to be delivered via telehealth.

*This memo does not supersede the previous memos. It is a supplement to the memos released on 3/17/2020 and 3/19/2020.