

Children’s Mental Health Bureau Medicaid Telehealth FAQ during the State of Emergency declared via Executive Order No. 2-2020

Face-to-Face Requirements

Q: The [March 27, 2020 Provider Notice](#) states in the Covered Telemedicine Services section that services are reimbursable as long as they “are not a service specifically required to be face-to-face as defined in the applicable Montana Medicaid provider manual.” Are services such as CPBRS, CSCT, Youth TCM, and HSS/TFC approved for telemedicine/telehealth services? Are providers allowed to provide CSCT and other services listed above via telemedicine/telehealth services (including telephone and live video)?

A: While the Executive Order is in place, it is allowable to provide CBPRS, CSCT, Youth TCM, and HSS/TFC services via telehealth. The Department has published additional guidelines due to the Governor’s emergency declaration in the [April 1st, 2020 Suspension of Face to Face Requirements for Some Medicaid Programs Provider Notice](#).

Codes to Bill for Telehealth

Q: Do we continue to use the standard billing codes for these services?

A: Yes. If the code description includes a face-to-face requirement, this can be ignored while the Executive Order is in place and it will be allowable.

Use of Modifiers

Q: Will we need to use the modifier (GT) and the POS location code 02?

A: Yes, enrolled providers delivering services via telemedicine/telehealth should submit claims using the appropriate CPT or HCPCS code for the professional service along a place of service code of 02 (CMS-1500 billers) or with the GT modifier (UB-04).

Q: For CSCT do we use place of service code At School or Phone when billing during the Executive Order?

A: When delivering services via telemedicine/telehealth, submit claims using the POS location code 02.

Q: Can we use T codes for audio phone calls only?

A: Use the current code associated with the services, (see [March 27, 2020 Provider Notice](#) for allowable methods.)

Licensure Requirements to Bill CSCT Telehealth Code

Q: Who can bill CSCT telehealth? Does telehealth apply to the bachelor’s level providers of CSCT or just the clinicians?

A: While under the Executive Order, telehealth also applies to the bachelor’s level providers like behavioral aides if it is a bundled rate.

4/2/2020

Telehealth Modalities

Q: Can you offer clarification of telehealth modalities? Would text or other social media platforms be allowed if youth and families have limited technology resources?

A: The guidance from the [March 27, 2020 Provider Notice](#) outlines the following allowable telemedicine/telehealth modalities:

Allowable Telemedicine/Telehealth Methods and Technologies

There are no specific requirements for technologies used to deliver services via telemedicine/telehealth and can be provided using: secure portal messaging, secure instant messaging, telephone conversations, and audio-visual conversations.

Q: Are telephone calls allowed?

A: Per the [March 27, 2020 Provider Notice](#), telephone conversations are allowed:

Allowable Telemedicine/Telehealth Methods and Technologies

There are no specific requirements for technologies used to deliver services via telemedicine/telehealth and can be provided using: secure portal messaging, secure instant messaging, telephone conversations, and audio-visual conversations.

Q3014 and Eligibility

Q: What is the guidance on Q3014 and eligibility?

A: Please refer to the [March 27, 2020 Provider Notice](#).

CSCT Program Requirements

Q: Can CSCT providers follow the summer service requirements of providing a minimum of 16 hours a month of services.

A: Under the current Executive Order, only treatment modality and billing codes are modified. We are not amending ARMs. We understand that some teams will not be able to bill the same number of units they billed while schools were still open. The following billable unit requirements are still applicable:

- A team may not bill for more than 720 units a month.
- The program must provide a minimum of 16 hours per month of CSCT services in summer months.

For complete Administrative Rules of Montana language, please refer to the Secretary of State's website.

ARM [37.87.1803](#) COMPREHENSIVE SCHOOL AND COMMUNITY TREATMENT PROGRAM: REIMBURSEMENT(3)

[37.106.1956](#) MENTAL HEALTH CENTER: COMPREHENSIVE SCHOOL AND COMMUNITY TREATMENT PROGRAM (CSCT), SERVICES AND STAFFING(1)(i)

Other Non-CSCT School-based Services Questions

The Health Resources Division (HRD) oversees all other school-based services. Please contact the DPHHS COVID-19 information Team at COVID19Info@mt.gov for guidance.

4/2/2020

Additional Guidance

- Please contact the DPHHS COVID-19 information Team at COVID19Info@mt.gov for guidance on services provided during the Executive Order. Please include the name of the program(s) you are inquiring about to better assist the team in directing your question to the right individual.

- For services such as CPBRS, CSCT, Youth TCM, and HSS/TFC approved for telemedicine/telehealth service, do not use the 9 Codes referenced in the Provider Notice dated March 19, 2020.

- For recent claims that denied for services not previously telehealth allowable, please do not resubmit. They are being adjusted.

- Governor Bullock, DLI and DPHHS have completed a series of actions to expand the opportunity for telemedicine/telehealth service delivery and reimbursement. Please see the following web pages for the most up-to-date information on flexibilities during the COVID19 state of emergency:
 - <https://medicaidprovider.mt.gov/>

 - <https://dphhs.mt.gov/publichealth/cdepi/diseases/coronavirusmt#9247810174-information-for-healthcare-professionals>