



RON DESANTIS
GOVERNOR

MARY C. MAYHEW
SECRETARY

April 3, 2020

Statewide Medicaid Managed Care (SMMC) Policy Transmittal: 2020-20

Applicable to the **2018-2023 SMMC contract benefits** for:

- Managed Medical Assistance (MMA) and MMA Specialty
- Long-Term Care (LTC)
- Dental

Re: COVID-19: Telemedicine Services

On March 9, 2020, Governor Ron DeSantis issued Executive Order Number 20-52 declaring a state of emergency related to the 2019 novel coronavirus (COVID-19). The purpose of this policy transmittal is to provide additional guidance related to the delivery of services using telemedicine/telehealth during the COVID-19 state of emergency.

The SMMC contract requires the managed care plan to provide coverage, when appropriate, for services provided through telemedicine in compliance with 45 CFR 164.312 for services covered under this contract, to the same extent the services would be covered if provided through a face-to-face encounter with a practitioner. (Attachment II, Section IV.D.4.) These telemedicine provisions include store-and-forward and remote patient monitoring services. (Attachment II, Section VI.F.7.)

Payment Parity

During the state of emergency, the managed care plan must reimburse services provided via telemedicine at the same rate that is paid if the services were delivered through a face-to-face encounter (i.e., payment parity). This provision only applies when the encounter includes a two-way live audio and video link between the enrollee and health care provider for the duration of the service.

Coverage of Telephonic (Audio-Only) Communications

The managed care plan must expand its coverage of telehealth services to include coverage of the telephone communications, only when rendered by licensed physicians (includes psychiatrists), physician extenders, and licensed behavioral health practitioners:

Service	Procedure Code	Modifier Required
Telephone Communications - <i>Existing Patients</i>	99441	CR
	99442	CR
	99443	CR
	99441 CG	CR



Telephone Communications - New Patients	99442 CG	CR
	99443 CG	CR

The managed care plan cannot be more expansive in its coverage of telephonic communications than what is stated in this policy transmittal.

Therapy Services (Audio and Video)

The managed care plan must provide coverage for the delivery of therapy services (speech-language pathology, physical, and occupational therapy) via telemedicine (audio and video) to the extent that services can be delivered in a manner that is provided consistent with the standards of care and all service components designated in the American Medical Association's Current Procedural Terminology code set and the Florida Medicaid coverage policy.

Early Intervention Services (Audio and Video)

The managed care plan must provide coverage for the delivery of early intervention sessions via telemedicine (audio and video) when performed by an eligible EIS provider (as defined in the coverage policy) to provide family training designed to support the child's caregiver in the delivery of care. The provider must guide the caregiver in the implementation of certain components of the enrollee's individualized family support plan to promote carryover of treatment gains. Providers are required to ensure caregivers can perform the tasks essential to foster optimal individual growth and development and minimize the impact of the child's disability. At a minimum, the managed care plan must cover the following procedure code/modifier combination:

Service	Procedure Code	Required Modifier	Limits
Early Intervention Individual Session: Family Training	T1027 SC	GT	Four 15-minute units per day

If you have questions or concerns, please contact your contract manager at (850) 412-4004.

Sincerely,



Shevaun Harris
Assistant Deputy Secretary for
Medicaid Policy and Quality

SH/dvp