



Telehealth in Medi-Cal

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History of Medi-Cal and Telehealth

- DHCS began reimbursing for services delivered via telehealth after the Telemedicine Development Act of 1996.
- Telehealth is a modality to delivering health care services via information technology.
- Reimbursement rates for services provided via telehealth are the same as a face-to-face visit.
- Claims require modifiers.



Medi-Cal and Telehealth

- Medi-Cal telehealth service is emerging as a critical technology to:
 - Increase access to health care services.
 - Significantly affect some of the most challenging problems of our current health care system: access to care, cost-effective delivery, and distribution of limited providers.
 - Change the current paradigm of care and allow for improved access and improved health outcomes in cost-effective ways.



Telehealth Moving Forward

- DHCS revised its telehealth policy to clarify that Medi-Cal providers have flexibility to use telehealth as a modality for delivering medically necessary services to their patients.
- In October 2018, DHCS shared the draft telehealth policy documents, including Provider Manual sections and draft All Plan Letter, with more than 1,500 stakeholders.
- DHCS received feedback from more than 30 organizations.



Stakeholder Feedback

2018 Most Popular Comments

- The home should be an originating site for telehealth
- Expand telehealth to match or exceed what Medicare currently covers
- Expand access to specific benefits
- Support for eConsults
- Support for telehealth services in emergency rooms, skilled nursing facilities, and inpatient settings
- Support remote patient monitoring for chronic conditions



Telehealth Moving Forward

Final policy

- Allows Medi-Cal providers flexibility to determine if a particular service or benefit is clinically appropriate for telehealth.
- Places no limitations on originating or distant sites.
- Authorizes e-consults under the auspice of store and forward.
- Does not provide a specific list of services that may be provided via telehealth.



Telehealth Moving Forward

Final policy

- Defines who is responsible for maintaining documentation of consent.
- Allows provider flexibility for documentation to substantiate the appropriateness of services provided via telehealth.
- Allows written and verbal consent.



Telehealth Moving Forward

Final policy

- Defines that a Medi-Cal provider rendering telehealth services must meet licensing requirements of Business & Professions Code §2290.5(a)(3) or equivalent requirements under California law in which the provider is considered to be licensed.
- Implements Place of Service Code 02 and modifier 95 for services delivered via telehealth.
- Does not include a policy to address remote patient monitoring.



Telehealth Moving Forward

- Publish the Provider Manual sections in July 2019.
- Are there any questions?



For More Information on Medi-Cal Telehealth:

DHCS Medi-Cal and Telehealth website available at
www.dhcs.ca.gov/provgovpart/pages/telehealth.aspx

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