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## ***PROVIDER UPDATE***

***April 2020***  
***#2020-08***

To: IMCare Providers  
From: Sarah Duell, IMCare Director  
Date: April 7, 2020  
RE: COVID-19 Telemedicine update

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IMCare follows Centers for Medicare & Medicaid Services (CMS) and Minnesota Department of Human Services (DHS) telehealth services coverage policies.

### **Medicaid Members (MA, MNCare, MSC+) Telemedicine**

Until further notice, IMCare is temporarily expanding coverage of telemedicine visits.

These changes are effective April 1, 2020:

- Providers can provide services virtually via telephone when providers determine it is safe and effective to do so.
- The current limitation of three telemedicine encounters per week will be suspended.
- IMCare will cover evaluation and management services provided via telephone using the telephone services CPT codes. Follow CPT guidelines for use of 99441, 99442 and 99443.

In delivering telemedicine, the distant site (provider's location) can be the eligible provider's home. The originating site (member's location) can be delivered to members while they are in their home.

### **Eligible Providers**

- Providers with current telemedicine assurance statements on file with DHS, may begin providing telephonic telemedicine immediately.
- Providers without a telemedicine assurance statement must submit the DHS Telephonic Telemedicine Provider Assurance Statement (DHS-6806A) (PDF) before providing telemedicine services.

### **Dual Eligible Members (MSHO) Telemedicine**

Until further notice, IMCare is temporarily expanding coverage of telemedicine visits.

These changes are effective March 6, 2020:

- Medicare beneficiaries will be able to receive a specific set of services through telehealth including evaluation and management visits (common office visits), mental health counseling and preventive health screening.

- Medicare beneficiaries, who are at a higher risk for COVID-19, are able to visit with their doctor from their home, without having to go to a doctor's office or hospital which puts themselves and others at risk.
- IMCare will cover three types of virtual services using these CPT and HCPCS codes:
  - Telehealth visits (99201-99215), (G0425-G0427), (G0406-G0408)
  - Virtual check-ins (G2010, G2012) \*established patients only
  - E-visits (99421-99423), (G2061-G2063) \*established patients only

The Centers for Medicare & Medicaid Services (CMS) recently released a video (<https://www.youtube.com/watch?v=bdb9NKtybzo&feature=youtu.be>) with answers to common questions about the Medicare telehealth services benefit. Refer to the Medicare Telemedicine Health Care Provider Fact Sheet: <https://www.cms.gov/newsroom/fact-sheets/medicare-telemedicine-health-care-provider-fact-sheet>. This fact sheet includes specific codes and instances in when they can be billed.

IMCare will continue to post updates regarding telehealth services as more information is released by CMS and/or DHS. Things are changing rapidly, and we will be updating our website as new developments occur. Please check back frequently for updates.

If you have questions, please call our call center at 218-327-6188, toll-free at 1-800-843-9536 or email [imcare.office@co.itasca.mn.us](mailto:imcare.office@co.itasca.mn.us).