



Department of Medicaid

Mike DeWine, Governor
Jon Husted, Lt. Governor

Maureen M. Corcoran, Director

Medicaid Handbook Transmittal Letter (MHTL) No. 3334-20-02

TO: Eligible Providers of Medicaid Services
Chief Executive Officers, Managed Care Plans (MCPs), and MyCare Ohio Plans (MCOPs)

FROM: Maureen M. Corcoran, Director

SUBJECT: Telehealth during a state of emergency

Summary

In response to the COVID-19 pandemic and the state of emergency declared by Ohio Governor Mike DeWine on March 9, 2020, the Ohio Department of Medicaid (ODM) adopted emergency rule 5160-1-21, "Telehealth during a state of emergency." This rule applies to dates of service starting March 9, 2020 and is effective throughout the duration of the state of emergency. This rule will be implemented by Medicaid fee-for-service (FFS), Medicaid Managed Care Plans (MCPs), and MyCare Ohio Plans (MCOPs). For MCOPs, this rule will be implemented only for services where Medicaid is the primary payer.

ODM and the Managed Care Plans are working to implement necessary system changes to allow billing for additional procedure codes recognized under this emergency rule. These system changes will take effect Wednesday, April 15, 2020 at which time the billing guidelines published by ODM may be utilized. The billing guidelines, Frequently Asked Questions (FAQs), and other helpful resources related to ODM's response to the COVID-19 pandemic can be found on our website: <https://medicaid.ohio.gov/FOR-OHIOANS/COVID-19-Emergency-Actions>.

*****Telehealth services are paid at the same rate as if the service was provided in-person*****

Services provided by behavioral health agencies certified by the Ohio Department of Mental Health and Addiction Services (OhioMHAS) have also been expanded. Billing and other guidance for these providers can be found at <https://bh.medicaid.ohio.gov/>.

This emergency rule:

- Allows any patient (new or established) to receive telehealth services
 - Providers are not required to have an existing relationship with the patient
- Expands the definition of telehealth
 - Includes telephone calls and other forms of communication without audio and video elements
- Allows patients and practitioners to be in any location
 - Includes home, school, temporary housing, hospital, nursing facility, group home
- Adds new services
 - Telehealth consultations, telephone evaluation and management services, remote monitoring
- Expands the types of services that can be provided through telehealth
 - Includes hospice, home health, dental, medical nutrition therapy
- Expands the type of practitioners who can render services through telehealth

- Includes dentists, dietitians, occupational therapists, physical therapists, speech-language pathologists, audiologists
- Includes individuals who are supervised or are not independently licensed or enrolled as an Ohio Medicaid provider

Access to Rules and Related Material

The main Ohio Department of Medicaid (ODM) web page includes links to valuable information about its services, programs, and rules; the address is <http://www.medicaid.ohio.gov>

Additional Information

Please contact us with questions, comments, and feedback.

- For general coverage, policy, and reimbursement questions, issues, and feedback, please email medicaid@medicaid.ohio.gov or call the provider hotline at 800-686-1516.
- For behavioral health coverage, policy, and reimbursement questions, issues, and feedback, please contact BH-Enroll@medicaid.ohio.gov.
- For questions regarding MCP and MCOP coverage, policy, and reimbursement, please use the contact form at: <https://medicaid.ohio.gov/provider/ManagedCare>, or contact the MCP/ MCOP directly, as follows:
 - Aetna 1-855-364-0974 (MCOP only)
<https://www.aetnabetterhealth.com/ohio/providers/>
 - Buckeye 1-866-296-8731
<https://www.buckeyehealthplan.com/providers/resources.html>
 - CareSource 1-800-488-0134
<https://www.caresource.com/oh/providers/provider-portal/medicaid/>
 - Molina 1-855-322-4079
<https://www.molinahealthcare.com/providers/oh/medicaid/Pages/home.aspx>
 - Paramount 1-800-891-2542 (MCP only)
<https://www.paramounthealthcare.com/services/providers/>
 - United Health Care 1-800-600-9007
<https://www.uhcprovider.com/en/health-plans-by-state/ohio-health-plans/oh-comm-plan-home.html?rfid=UHCCP>