



Texas Medicaid Provider Procedures Manual

October 2018

Volume
2

Provider Handbooks

Telecommunication Services Handbook

The Texas Medicaid & Healthcare Partnership (TMHP) is the claims administrator for Texas Medicaid under contract with the Texas Health and Human Services Commission.

TELECOMMUNICATION SERVICES HANDBOOK

Table of Contents

1	General Information	3
2	* Enrollment	3
3	* Services, Benefits, Limitations, and Prior Authorization	4
3.1	* Patient Health Information Security	4
3.2	* Telemedicine Services	5
3.2.1	* Distant Site	5
3.2.2	* Telemedicine Medical Services Delivery Modalities	7
3.2.2.1	* Prescriptions Generated from a Telemedicine Medical Service	7
3.2.3	* Patient Site	8
3.2.3.1	* School-Based Setting	8
3.2.4	* Documentation Requirements for Telemedicine Medical Services	8
3.3	* Telehealth Services	9
3.3.1	* Distant Site	9
3.3.2	* Patient Site	10
3.3.3	* Telehealth Service Delivery Modalities	10
3.3.4	* Telehealth Service Documentation Requirements	11
3.4	Telemonitoring Services	11
3.4.1	Facility Services	11
3.5	Prior Authorization	12
3.5.1	* Prior Authorization of Telemonitoring Services	12
3.6	Documentation Requirements	13
3.6.1	* Documentation Requirements for Telemonitoring Providers	13
4	Claims Filing and Reimbursement	14
4.1	Claims Information	14
4.1.1	Telemonitoring Services	14
4.2	Reimbursement	14
5	Claims Resources	14
6	Contact TMHP	15
7	Forms	15

1 General Information

This handbook contains information about Texas Medicaid fee-for-service benefits. For information about managed care benefits, refer to the *Medicaid Managed Care Handbook (Vol. 2, Provider Handbooks)*.

Managed care carve-out services are administered as fee-for-service benefits. A list of all carve-out services is available in section 8, “Carve-Out Services” in the *Medicaid Managed Care Handbook (Vol. 2, Provider Handbooks)*.

The information in this handbook is intended for home health agencies, hospitals, nurse practitioners (NP), clinical nurse specialists (CNS), certified nurse midwives (CNM), licensed professional counselors (LPC), licensed marriage and family therapists (LMFT), licensed clinical social workers (LCSW), physicians, physician assistants (PA), psychologists, licensed psychological associates, provisionally licensed psychologists, and licensed dietitians.

Important: *All providers are required to read and comply with “Section 1: Provider Enrollment and Responsibilities” (Vol. 1, General Information). In addition to required compliance with all requirements specific to Texas Medicaid, it is a violation of Texas Medicaid rules when a provider fails to provide health-care services or items to Medicaid clients in accordance with accepted medical community standards and standards that govern occupations, as explained in Title 1 Texas Administrative Code (TAC) §371.1659. Accordingly, in addition to being subject to sanctions for failure to comply with the requirements that are specific to Texas Medicaid, providers can also be subject to Texas Medicaid sanctions for failure, at all times, to deliver health-care items and services to Medicaid clients in full accordance with all applicable licensure and certification requirements including, without limitation, those related to documentation and record maintenance.*

Referto: “Section 1: Provider Enrollment and Responsibilities” (Vol. 1, General Information).

2 * Enrollment

Providers may provide telecommunication services for Texas Medicaid clients under the provider’s Texas Medicaid provider identifier. No additional enrollment is required to provide telemedicine **medical service** or telehealth services.

Home health agency and hospital providers who wish to provide telemonitoring services must notify the Texas Medicaid & Healthcare Partnership (TMHP) as follows:

- Current providers must use the Provider Information Management System (PIMS) to indicate that they provide telemonitoring services.
- Newly enrolling or re-enrolling home health agency or outpatient hospital providers must indicate whether they provide telemonitoring services during the enrollment process.

Referto: Subsection 3.1, “Provider Enrollment” in the *Medical and Nursing Specialists, Physicians, and Physician Assistants Handbook (Vol. 2, Provider Handbooks)* for information about CNM provider enrollment.

Subsection 8.1, “Enrollment” in the *Medical and Nursing Specialists, Physicians, and Physician Assistants Handbook (Vol. 2, Provider Handbooks)* for information about NP and CNS provider enrollment.

Subsection 9.1, “Enrollment” in the *Medical and Nursing Specialists, Physicians, and Physician Assistants Handbook (Vol. 2, Provider Handbooks)* for information about physician provider enrollment.

Subsection 10.1, “Enrollment” in the *Medical and Nursing Specialists, Physicians, and Physician Assistants Handbook (Vol. 2, Provider Handbooks)* for information about PA provider enrollment.

Subsection 4.1, “Provider Enrollment” in the *Behavioral Health and Case Management Services Handbook (Vol. 2, Provider Handbooks)* for information about mental health services provider enrollment.

Subsection 4.1, “Provider Enrollment” in the *Behavioral Health and Case Management Services Handbook (Vol. 2, Provider Handbooks)* for information about psychologist and licensed psychological associate provider enrollment.

Subsection 2.10.1, “Enrollment” in the *Children’s Services Handbook (Vol. 2, Provider Handbooks)* for information about licensed dietitian enrollment.

3 * Services, Benefits, Limitations, and Prior Authorization

Telemedicine **medical service** and telehealth services must be provided in compliance with standards established by the respective licensing or certifying board of the professional providing the services.

The use of telemedicine medical services within intermediate care facilities for individuals with intellectual disabilities (ICD-IID) and State Supported Living Centers is subject to the policies established by the Health and Human Services Commission (HHSC).

More than one medically necessary telemedicine **medical service** or telehealth service may be reimbursed for the same date and same place of service if the services are billed by providers of different specialties.

All confidentiality and Health Insurance Portability and Accountability Act (HIPAA) standards apply to telemedicine **medical service** and telehealth transmissions.

Referto: Subsection 1.6.4, “Release of Confidential Information” in “Section 1: Provider Enrollment and Responsibilities” (*Vol. 1, General Information*) for more information about confidentiality standards.

3.1 * Patient Health Information Security

The software system used by the distant site provider must allow secure authentication of the distant site provider and the client.

The physical environments of the client and the distant site provider must ensure that the client’s protected health information remains confidential. A parent or **legal guardian** may be physically located in the patient site or distant site environment during a telehealth or telemedicine **medical service** with a child.

A parent or **legal guardian** must provide written or verbal consent to the distant site provider to allow any other individual, other than **the health professional as required by Texas Government Code §531.0217(c-4)(4) for school-based telemedicine medical services**, to be physically present in the distant or patient site environment during a telehealth or telemedicine **medical service** with a child.

An adult client must also provide written or verbal consent to the distant site provider to allow any other individual to be physically present in the distant or patient site environment during a telehealth or telemedicine medical service.

Providers of telehealth or telemedicine **medical** services must maintain the confidentiality of protected health information (PHI) as required by Federal Register 42, Code of Federal Regulations (CFR) Part 2, 45 CFR Parts 160 and 164, Chapters 111 and 159 of the Texas Occupations Code, and other applicable federal and state law.

Providers of telehealth or telemedicine **medical** services must also comply with the requirements for authorized disclosure of PHI relating to clients in state mental health facilities and residents in state supported living centers, which are included in, but not limited to, 42 CFR Part 2, 45 CFR Parts 160 and 164, *Texas Health and Safety Code* §611.004, and other applicable federal and state law.

All client health information generated or utilized during a telehealth or telemedicine **medical service** must be stored by the distant site provider in a client health record. **If the distant site provider stores the patient health information in an electronic health record, the provider should use software** that complies with Health Insurance Portability and Accountability Act (HIPAA) confidentiality and data encryption requirements, as well as with the United States **Department of Health and Human Services (HHS)** rules implementing HIPAA.

3.2 * Telemedicine Services

Telemedicine medical services are defined as health-care services delivered by a physician licensed in Texas or a health professional who acts under the delegation and supervision of a health professional licensed in Texas and within the scope of the health professional's license to a patient at a different physical location using telecommunications or information technology.

3.2.1 * Distant Site

A distant site is the location of the provider rendering the service. Distant-site telemedicine benefits include services that are performed by the following providers, who must be enrolled as a Texas Medicaid provider:

- Physician
- CNS
- NP
- PA
- CNM

A distant site provider is the physician, or PA, NP, or CNS who is supervised by and has delegated authority from a licensed Texas physician, who uses telemedicine **medical services** to provide health-care services to a client in Texas. Hospitals may also serve as the distant site provider.

Distant site providers must be licensed in Texas.

An out-of-state physician who is a distant site provider may provide episodic telemedicine medical services without a Texas medical license as outlined in *Texas Occupations Code* §151.056 and Title 22 *Texas Administrative Code (TAC)* §172.2(g)(4) and 172.12(f).

Distant site providers that provide mental health services must be appropriately licensed or certified in Texas, or be a qualified mental health professional-community services (QMHP-CS), as defined in 25 TAC §412.303(48).

A valid practitioner-patient relationship must exist between the distant site provider and the patient receiving telemedicine services. A valid practitioner-patient relationship exists between the distant site provider and the patient if:

- The distant site provider meets the same standard of care required for and in-person service.
- The relationship can be established through:
 - A prior in-person service.
 - A prior telemedicine medical service that meets the delivery modality requirements specified in *Texas Occupations Code* §111.005(a)(3).
 - The current telemedicine medical service.

The relationship can be established through a call coverage agreement established in accordance with Texas Medical Board (TMB) administrative rules in 22 TAC §177.20.

The distant site provider must obtain informed consent to treatment from the patient, patient's parent, or the patient's guardian prior to rendering a telemedicine medical service.

Distant site providers that communicate with clients using electronic communication methods other than phone or facsimile must provide clients with written notification of the physician's privacy practices prior to evaluation and treatment. A good faith effort must be made to obtain the client's written acknowledgment of the notice, including by email response.

A distant site provider should provide patients who receive a telemedicine medical service with guidance on the appropriate follow-up care.

Procedure codes that indicate remote (telemedicine medical services) delivery in the description do not need to be billed with the 95 modifier.

The following procedure codes, when billed with the 95 modifier, are a benefit for distant-site telemedicine providers:

Procedure Codes									
90791	90792	90832	90833	90834	90836	90837	90838	90951	90952
90954	90955	90957	90958	90960	90961	99201	99202	99203	99204
99205	99211	99212	99213	99214	99215	99241	99242	99243	99244
99245	99251	99252	99253	99254	99255	99354	99355	99356	99357
G0406*	G0407*	G0408*	G0425	G0426	G0427	G0459			
*Procedure codes are limited to one service per day.									

Note: Procedure codes for behavioral health services are subject to the benefits and limitations outlined in Subsection 4.2, "Services, Benefits, Limitations" in the Behavioral Health and Case Management Services Handbook (Vol. 2, Provider Handbooks) Procedure codes 90833, 90836, and 90838 are add-on codes and must be billed with a primary E/M procedure code in order to be reimbursed.

Preventive health visits under Texas Health Steps (THSteps) are not benefits if performed using telemedicine medical services. Health care or treatment using telemedicine medical services after a THSteps preventive health visit for conditions identified during a THSteps preventive health visit is a benefit. Medical services provided through telemedicine for abnormalities identified during these preventive health visits may be reimbursed separately to the distant site provider if an acute care evaluation and management procedure code is billed.

Referto: Subsection 5.3.6, “* THSteps Medical Checkups” in the *Children’s Services Handbook (Vol. 2, Provider Handbooks)* for information about THSteps preventive health visits.

3.2.2 * Telemedicine Medical Services Delivery Modalities

The following modalities may be used to deliver telemedicine medical services within fee-for-service (FFS) Medicaid:

- Synchronous audiovisual interaction between the distant site provider and the client in another location
- Asynchronous store and forward technology, including asynchronous store and forward technology in conjunction with synchronous audio interaction between the distant site provider and the client in another location. The distant site provider would need to use one of the following:
 - Clinically relevant photographic or video images, including diagnostic images
 - The client's relevant medical records, such as medical history, laboratory and pathology results, and prescriptive histories
- Other forms of audiovisual telecommunication technologies that allow the distant site provider to meet the in-person visit standard of care

A health benefit plan, including a Texas Medicaid managed care organization (MCO), is not required to provide reimbursement for telemedicine medical services that are provided through only synchronous or asynchronous audio interactions including:

- An audio-only telephone consultation
- A text-only email message
- A facsimile transmission

Texas Medicaid MCOs may optionally provide reimbursement for telemedicine medical services that are provided through only synchronous or asynchronous audio interactions. Distant site providers should contact each MCO to determine whether an MCO provides reimbursement for a specified modality.

3.2.2.1 * Prescriptions Generated from a Telemedicine Medical Service

A distant site provider may issue a valid prescription as part of a telemedicine medical service. An electronic prescription (e-script) may be used as permitted by applicable federal and state statutes and rules.

The same standards that apply for the issuance of a prescription during an in-person setting apply to prescriptions issued by a distant site provider.

The prescription must be issued for a legitimate medical purpose by the distant site provider as part of a valid practitioner-patient relationship.

The prescribing physician must be licensed in Texas. If the prescription is for a controlled substance, the prescribing physician must have a current valid U.S. Drug Enforcement Administration (DEA) registration number.

A licensed health professional acting under the delegation and supervision of a physician licensed in Texas may also issue a valid prescription. Prescribing must be in accordance with the required prescriptive authority agreement or other forms of delegation.

If the prescription is for a controlled substance, the health professional must have a current valid DEA registration number. If the prescription is for a schedule II controlled substance, the health professional must comply with DEA regulations regarding the use of electronic prescriptions. The health professional may also use the official prescription forms issued with their name, address, phone number, DEA registration number, delegating physician's name, and delegating physician's DEA registration number.

As applicable, all drug prescriptions must meet the requirements of the Texas Controlled Substance Act (*Texas Health and Safety Code §481*), the Texas Dangerous Drug Act (*Texas Health and Safety Code §483*), and any other federal or state statutes or rules.

Treatment of a client for chronic pain with scheduled drugs using telemedicine medical services is prohibited, as provided by 22 TAC §174.5(e). Chronic pain is defined in 22 TAC §170.2(2).

Treatment of a client for acute pain with scheduled drugs using telemedicine medical services is permitted, as provided by 22 TAC §174.5(e). Acute pain is defined by 22 TAC §170.2(2).

3.2.3 * Patient Site

A patient site is the place where the client is physically located. A client's home may be the patient site for telemedicine medical services.

Patient-site providers that are enrolled in Texas Medicaid may only be reimbursed for the facility fee using procedure code Q3014. Procedure code Q3014 is payable to NP, CNS, PA, physicians, and outpatient hospital providers. Charges for other services that are performed at the patient site may be submitted separately. Procedure code Q3014 is not a benefit if the patient site is the client's home.

3.2.3.1 * School-Based Setting

Telemedicine medical services provided in a school-based setting by a physician, even if the physician is not the client's primary care physician or provider, are benefits if all of the following criteria are met:

- The physician is an authorized health-care provider enrolled in Texas Medicaid
- The client is a child who is receiving the service in a primary or secondary school-based setting
- The parent or legal guardian of the client provides consent before the service is provided
- A health professional is present with the client during treatment

Telemedicine **medical** services provided in a school-based setting are also a benefit if the physician delegates provision of services to a nurse practitioner, clinical nurse specialist, or physician assistant, as long as the nurse practitioner, clinical nurse specialist, or physician assistant is working within the scope of their professional license and within the scope of their delegation agreement with the physician.

3.2.4 * Documentation Requirements for Telemedicine Medical Services

Medical records must be maintained for all telemedicine medical services.

Documentation for a service provided via telemedicine must be the same as for a comparable in-person service.

If a patient has a primary care provider who is not the distant site provider and the patient or their parent or legal guardian provides consent to a release of information, a distant site provider must provide the patient's primary care provider with the following information:

- A medical record or report with an explanation of the treatment provided by the distant site provider
- The distant site provider's evaluation, analysis, or diagnosis of the patient

Unless the telemedicine medical services are rendered to a child in a school-based setting, distant site providers of mental health services are not required to provide the patient's primary care provider with a treatment summary.

For telemedicine medical services provided to a child in a school-based setting, a notification provided by the telemedicine medical services physician to the child's primary care provider must include a summary of the service, exam findings, prescribed or administered medications, and patient instructions.

If the child does not have a primary care provider, the notification must be provided to the child's parent or legal guardian. In addition to providing treatment information, the notification must include a list of primary care providers from which the child's parent or legal guardian may select a primary care provider.

3.3 * Telehealth Services

Telehealth services are a benefit of Texas Medicaid. Telehealth services are defined as health-care services, other than telemedicine medical services, delivered by a health professional licensed, certified or otherwise entitled to practice in Texas and acting within the scope of the health professional's license, certification or entitlement to a patient at a different physical location other than the health professional using telecommunications or information technology.

Telehealth services are reimbursed in accordance with 1 TAC §355.

3.3.1 * Distant Site

A distant site is the location of the provider rendering the service. Distant-site telehealth benefits include services that are performed by the following providers, who must be enrolled as a Texas Medicaid provider:

- Licensed professional counselor
- LMFT
- LCSW
- Psychologist
- Licensed psychological associate
- Provisionally licensed psychologist
- Licensed dietitian

A distant site provider is the health professional that is licensed, certified, or otherwise entitled to practice in Texas who uses telehealth services to provide health-care services to a patient in Texas.

Distant site providers who provide mental health services must be appropriately licensed or certified in Texas or be a QMHP-CS as defined in 25 *Texas Administrative Code* §412.303(48).

The distant site provider must obtain informed consent to treatment from the patient, patient's parent or the patient's legal guardian prior to rendering a telehealth service.

Distant site providers should meet all other telehealth service requirements specified in Texas Occupations Code §111.

Procedure codes that indicate remote (telehealth **service**) delivery in the description do not need to be billed with the 95 modifier.

The following procedure codes, when billed with the 95 modifier, are a benefit for distant-site telehealth providers:

Procedure Codes									
90791	90792	90832*	90833*	90834*	90836*	90837*	90838*	90951	90952
90954	90955	90957	90958	90960	90961	97802	97803	97804	99201
99202	99203	99204	99205	99211	99212	99213	99214	99215	99241
99242	99243	99244	99245	99251	99252	99253	99254	99255	S9470

*Services may be performed for or include family members.

Note: Procedure codes for behavioral health services are subject to the benefits and limitations outlined in subsection 4.2, “Services, Benefits, Limitations” in the Behavioral Health and Case Management Services Handbook (Vol. 2, Provider Handbooks).

Note: Procedure codes 90833, 90836, and 90838 are add-on codes and must be billed with a primary E/M procedure code in order to be reimbursed.

Preventive health visits under Texas Health Steps (THSteps) are not benefits if performed using telehealth medical services. Health care or treatment using telehealth medical services after a THSteps preventive health visit for conditions identified during a THSteps preventive health visit is a benefit. **Telehealth services** for abnormalities identified during these preventive health visits may be reimbursed separately to the distant site provider if an acute care evaluation and management procedure code is billed.

Referto: Subsection 5.3.6, “* THSteps Medical Checkups” in the *Children’s Services Handbook* (Vol. 2, Provider Handbooks) for information about THSteps preventive health visits.

3.3.2 * Patient Site

A patient site is where the client is physically located while the service is rendered. **A client's home may be the patient site for telehealth services.**

The facility fee (procedure code Q3014) is not a benefit for telehealth services.

3.3.3 * Telehealth Service Delivery Modalities

The following modalities may be used to deliver telehealth services within FFS Medicaid:

- Synchronous audiovisual interaction between the distant site provider and the client in another location
- Asynchronous store and forward technology, including asynchronous store and forward technology in conjunction with synchronous audio interaction between the distant site provider and the client in another location. The distant site provider would need to use one of the following:
 - Clinically relevant photographic or video images, including diagnostic images
 - The client's relevant medical records, such as medical history, laboratory and pathology results, and prescriptive histories
- Other forms of audiovisual telecommunication technologies that allow the distant site provider to meet the in-person visit standard of care

A health benefit plan, including a Texas Medicaid MCO, is not required to provide reimbursement for telehealth services that are provided through only synchronous or asynchronous audio interactions including:

- An audio-only telephone consultation
- A text-only email message
- A facsimile transmission

Texas Medicaid MCOs may optionally provide reimbursement for telehealth services that are provided through only synchronous or asynchronous audio interactions. Distant site providers should contact each MCO to determine whether an MCO provides reimbursement for a specified modality.

3.3.4 * Telehealth Service Documentation Requirements

Medical records must be maintained for all telehealth services.

Documentation for a telehealth service must be the same as a comparable in-person service.

If a client has a primary care provider, and the client or their parent or legal guardian provides consent to release information, a distant site provider must provide the client's primary care provider with the following information:

- A medical record or report with an explanation of the treatment provided by the distant site provider
- The distant site provider's evaluation, analysis, or diagnosis of the client

Providers of mental health services are not required to provide a client's primary care provider with a treatment summary.

3.4 Telemonitoring Services

Home telemonitoring is a health service that requires scheduled remote monitoring of data related to a client's health, and transmission of the data from the client's home to a licensed home health agency or a hospital. The data transmission must comply with standards set by HIPAA.

Data parameters are established as ordered by a physician's plan of care.

Data must be reviewed by a registered nurse (RN), NP, CNS, or PA, who is responsible for reporting data to the prescribing physician in the event of a measurement outside the established parameters.

Online evaluation and management for home telemonitoring services (procedure code 99444) is a benefit in the office or outpatient hospital setting when services are provided by an NP, CNS, PA, or physician provider. Procedure code 99444 is limited to once per seven days and is denied if it is submitted within the postoperative period of a previously completed procedure or within seven days of a related evaluation and management service by the same provider.

Scheduled periodic reporting of the client data to the physician is required, even when there have been no readings outside the parameters established in the physician's orders. Telemonitoring providers must be available 24 hours a day, 7 days a week. Although transmissions are generally at scheduled times, they can occur any time of the day or any day of the week, according to the client's plan of care.

The physician who orders home telemonitoring services has a responsibility to ensure the following:

- The client has a choice of home telemonitoring providers.
- The client has the right to discontinue home telemonitoring services at any time.

Although Texas Medicaid supports the use of home telemonitoring, clients are not required to use this service.

3.4.1 Facility Services

The provision and maintenance of home telemonitoring equipment is the responsibility of the home health agency or the hospital. The initial setup and installation (procedure code 99090) of the equipment in the client's home is a benefit when services are provided by a home health agency or an outpatient hospital. Hospital providers must submit revenue code 780 or 789 with procedure code 99090.

Procedure code 99090 is limited to once per episode of care even if monitoring parameters are added after initial setup and installation. A claim for a subsequent set up and installation is not reimbursed unless there is a documented new episode of care or unless the provider submits documentation of extenuating circumstances that require another installation of telemonitoring equipment.

Daily home monitoring (procedure code 99090 with modifier GQ) is a benefit when services are provided by a home health agency or an outpatient hospital. The home health agency or hospital may submit a claim for the daily rate each day the telemonitoring equipment is used to monitor and manage the client's care. Hospital providers must submit revenue code 780 or 789 with the procedure code for daily home monitoring.

Procedure code 99090 with modifier GQ is limited to once per day, regardless of the number of transmissions, for the length of the prior authorization period.

3.5 Prior Authorization

Prior authorization is not required for telemedicine or telehealth services; however, it may be required for the individual procedure codes billed.

3.5.1 * Prior Authorization of Telemonitoring Services

Procedure code 99090 with or without modifier GQ requires prior authorization. Home telemonitoring services may be approved for up to 60 days per prior authorization request. If additional home telemonitoring services are needed, the home health agency or hospital must request prior authorization before the current prior authorization period ends.

Requests for additional home telemonitoring services that are received after the current prior authorization expires will be denied for dates of service that occurred before the date the submitted request was received.

To be eligible for home telemonitoring services, clients who are diagnosed with diabetes or hypertension must exhibit two or more of the following risk factors:

- Two or more hospitalizations in the previous 12-month period
- Frequent or recurrent emergency department visits
- A documented history of poor adherence to ordered medication regimens
- Documented history of falls in the previous 6-month period
- Limited or absent informal support systems
- Living alone or being home alone for extended periods of time
- A documented history of care access challenges

A completed Home Telemonitoring Services Prior Authorization Request form must be submitted to request home telemonitoring services.

If the prior authorization form is not signed and dated by the physician, the form must be accompanied by a written order or prescription that is signed and dated by the physician, or a documented verbal order from the physician that includes the date that the verbal order was received. The verbal order may be documented on a plan of care or treatment plan.

Note: *A verbal order is considered current when the date received is on, or no more than, 30 days before the start of home telemonitoring services. A written order or prescription is considered current when it is signed and dated on, or no more than, 30 days before the start of home telemonitoring services.*

A request received without a physician's signature, documented verbal order, or written prescription will not be processed and will be returned to the provider.

The request must include the physician-ordered frequency of the clinical data transmission and the client's diagnoses and risk factors that qualify the client for home telemonitoring services.

Providers can also request prior authorization online through the secure TMHP provider portal. The initial request for prior authorization must be received no more than three business days from the date that the home telemonitoring services are initiated. Requests that are received after the three business-day period will be denied for dates of service that occurred before the date that the request was received.

Prior authorization requests may be submitted to the TMHP Prior Authorization Department by mail, fax, or the electronic portal. Prescribing or ordering providers, dispensing providers, clients' responsible adults, and clients may sign prior authorization forms and supporting documentation using electronic or wet signatures.

Referto: Subsection 5.5.1.2, "Document Requirements and Retention" in "Section 5: Fee-for-Service Prior Authorizations" (*Vol. 1, General Information*) for additional information about electronic signatures.

3.6 Documentation Requirements

Documentation for a telecommunication service must be the same as for a comparable in-person service.

3.6.1 * Documentation Requirements for Telemonitoring Providers

The home health agency or hospital must maintain documentation of all of the following in the client's medical record:

- The telemonitoring equipment meets all of the following requirements:
 - Capable of monitoring any data parameters included in the plan of care
 - Food and Drug Administration (FDA) Class II hospital-grade medical device
 - Capable of measuring and transmitting client glucose or blood pressure data
- The provider's staff is qualified to install the needed telemonitoring equipment and to monitor the client data, which will be transmitted according to the client's care plan.
- Clinical data will be provided to the client's primary care physician or his/her designee.
- Monitoring of the client's clinical data is not duplicated by any other provider.
- Written protocols, policies, and procedures on the provision of home telemonitoring services are available to HHSC or its designee upon request. Written protocols must address all of the following:
 - Authentication and authorization of users
 - Authentication of the origin of client data transmitted
 - Prevention of unauthorized access to the system or information
 - System security, including the integrity of information that is collected, program integrity, and system integrity
 - Maintenance of documentation about system and information usage
 - Information storage, maintenance, and transmission
 - Synchronization and verification of patient profile data
 - The client is able to operate the equipment or has a willing and able person to assist in completing electronic transmission of data. (Not required if the equipment does not require active participation from the client.)

4 Claims Filing and Reimbursement

4.1 Claims Information

Claims for telecommunication services must be submitted to TMHP in an approved electronic format or on the CMS-1500 paper claim form or the UB-04 CMS-1450 paper claim form. Providers may purchase CMS-1500 paper claim forms or UB-04 CMS-1450 paper claim forms from the vendor of their choice. TMHP does not supply the forms.

When completing a CMS-1500 paper claim form or a UB-04 CMS-1450 paper claim form, all required information must be included on the claim, as information is not keyed from attachments. Superbills and itemized statements are not accepted as claim supplements.

Referto: “Section 3: TMHP Electronic Data Interchange (EDI)” (*Vol. 1, General Information*) for information on electronic claims submissions.

“Section 6: Claims Filing” (*Vol. 1, General Information*) for general information about claims filing.

Subsection 6.5, “CMS-1500 Paper Claim Filing Instructions” in “Section 6: Claims Filing” (*Vol. 1, General Information*) for instructions on completing paper claims. Blocks that are not referenced are not required for processing by TMHP and may be left blank.

Subsection 6.6, “UB-04 CMS-1450 Paper Claim Filing Instructions” in “Section 6: Claims Filing” (*Vol. 1, General Information*) for instructions on completing paper claims. Blocks that are not referenced are not required for processing by TMHP and may be left blank.

4.1.1 Telemonitoring Services

Providers may submit claims for home telemonitoring services that were provided to Medicaid Qualified Medicare Beneficiary (MQMB) clients directly to TMHP without first submitting a claim to Medicare.

Home telemonitoring services are not a benefit of Medicare, so the requirement that claims for MQMB clients be submitted to Medicare first does not apply. Since claims for home telemonitoring services are not submitted to Medicare first, they are subject to the standard 95-day claim-filing deadline from the date of service.

4.2 Reimbursement

For fee information, providers can refer to the Online Fee Lookup (OFL) on the TMHP website at www.tmhp.com.

Texas Medicaid implemented mandated rate reductions for certain services. The OFL and static fee schedules include a column titled “Adjusted Fee” to display the individual fees with all mandated percentage reductions applied. Additional information about rate changes is available on the TMHP website at www.tmhp.com/pages/topics/rates.aspx.

Referto: Subsection 2.2, “Fee-for-Service Reimbursement Methodology” in “Section 2: Texas Medicaid Fee-for-Service Reimbursement” (*Vol. 1, General Information*) for more information about reimbursement.

5 Claims Resources

Resource	Location
Acronym Dictionary	“Appendix D: Acronym Dictionary” (<i>Vol. 1, General Information</i>)

Resource	Location
Automated Inquiry System (AIS)	Subsection A.10, "TMHP Telephone and Fax Communication" in "Appendix A: State, Federal, and TMHP Contact Information" (<i>Vol. 1, General Information</i>)
CMS-1500 Paper Claim Filing Instructions	Subsection 6.5, "CMS-1500 Paper Claim Filing Instructions" in "Section 6: Claims Filing" (<i>Vol. 1, General Information</i>)
State, federal, and TMHP contact information	"Appendix A: State, Federal, and TMHP Contact Information" (<i>Vol. 1, General Information</i>)
TMHP electronic claims submission information	Subsection 6.2, "TMHP Electronic Claims Submission" in "Section 6: Claims Filing" (<i>Vol. 1, General Information</i>)
TMHP Electronic Data Interchange (EDI) information	"Section 3: TMHP Electronic Data Interchange (EDI)" (<i>Vol. 1, General Information</i>)
UB-04 CMS-1450 Paper Claim Filing Instructions	Subsection 6.6, "UB-04 CMS-1450 Paper Claim Filing Instructions" in "Section 6: Claims Filing" (<i>Vol. 1, General Information</i>)

6 Contact TMHP

The TMHP Contact Center at 1-800-925-9126 is available Monday–Friday from 7 a.m. to 7 p.m., Central Time.

7 Forms

The following linked form can also be found on the [Forms](#) page of the Provider section of the TMHP website at www.tmhp.com:

Form
Home Telemonitoring Services Prior Authorization Request