

## Policy #13.9

<b>POLICY TITLE:</b>	<b>TELEMEDICINE</b>	<b>POLICY # 13.9</b>	<b>REVIEW DATES</b>		
<b>Topic Area:</b>	<b>SERVICE DELIVERY</b>	<b>ISSUED BY:</b> Chief Operating Officer and Clinical/UM Manager			
<b>Applies to:</b>	<b>MEMBER CMHSPs and NETWORK PROVIDERS</b>				
<b>Developed and Maintained by:</b>	<b>LRE</b>		<b>APPROVED BY:</b> Chief Executive Officer		
<b>Supersedes:</b>	<b>N/A</b>				
		<b>Effective Date:</b> 8/1/2023	<b>Revised Date:</b>		

### I. PURPOSE

In accordance with the Telemedicine Chapter of the Michigan Medicaid Provider Manual, the purpose of this policy is to delineate the use of synchronous (i.e. real-time two-way interactivity) telemedicine services using telecommunication technology to connect a patient with a health care professional in a different location.

### II. POLICY

It is the policy of Lakeshore Regional Entity (LRE) to ensure member CMHSPs and Network Providers make telemedicine available to persons served where appropriate.

A. The following standards must be met when delivering telehealth services:

1. Telecommunication technology shall be synchronous (i.e. "real-time") between the individual and the health care professional.
2. Telecommunication technology must meet requirements for audio and/or visual compliance in accordance with current regulations and standards for privacy and security of all information shared via telemedicine.
3. Telecommunication systems using asynchronous (i.e. "store and forward" methods like email) transmission of data are not considered to be a part of this policy.
4. The real-time interactive system shall include the originating site (location of the individual in treatment at the time the service is furnished) and the distant site (provider). Authorized originating sites include:
  - a. County mental health clinic or publicly funded mental health facility.
  - b. Federally Qualified Health Center (FQHC)
  - c. Hospital (inpatient, outpatient, or critical access hospital)
  - d. Office of a physician or other practitioner (including medical clinics)
  - e. Rural health clinic
  - f. Skilled nursing facility
  - g. Tribal Health Center (THC)
  - h. Local Health Department (LHD) as defined in Sections 333.2413, 333.2415 and 333.2421 of the Michigan Public Health Code (PA 368 of 1978 as amended)
  - i. Mobile Health Care Unit

- j. Home, as defined as a location, other than a hospital or other facility, where the beneficiary receives care in a private residence
  - k. Other established site considered appropriate by the provider (in accordance with clinical judgment)
5. In compliance with the Michigan Insurance Code of 1956 (Act 218 of 1956), telemedicine services must be provided by a health care professional who is licensed, registered, or otherwise authorized to engage in his or her health care profession in the state where the individual is located.
  6. The physician or practitioner at the distant site who is licensed under state law to furnish a covered telemedicine service may bill and receive payment for the service when it is delivered via a telecommunications system.
  7. The provider shall have a contract with the member CMHSP to perform telemedicine services and shall also be enrolled in Michigan Medicaid.
  8. Providers can only bill for services listed on the [Current Allowable Telemedicine Services](#) list as appropriate.
  9. The individual shall be provided with informed consent in verbal and/or written form prior to the delivery of telemedicine services.
- B. Lakeshore Regional Entity, through the annual site review process, will ensure member CMHSPs are in compliance with MDHHS requirements for delivery of telemedicine services.

### III. APPLICABILITY AND RESPONSIBILITY

Lakeshore Regional Entity, Member CMHSPs and Network Providers

### IV. MONITORING AND REVIEW

This policy will be reviewed annually and updated as needed by LRE Chief Operating Officer and/or designee.

### V. DEFINITIONS

**Asynchronous Communication:** The transmission of a beneficiary's medical or other personally identifiable information through a secure, HIPAA-compliant, electronic communications system to a provider, often a specialist, at a distant site without the beneficiary present.

**Distant Site:** The location of the provider providing the professional service at the time of the telemedicine visit. This definition encompasses the provider's office, or any established site considered appropriate by the provider, so long as the privacy of the beneficiary and security of the information shared during the telemedicine visit are maintained.

**Face-to-Face:** refers to either an in-person visit, or a visit performed via simultaneous audio/visual technology.

**Originating Site:** The location of the eligible beneficiary at the time of the telemedicine service.

**VI. REFERENCES AND SUPPORTING DOCUMENTS**

- A. Current Allowable Telemedicine Service Codes list
- B. Michigan Medicaid Provider Manual – Telemedicine Chapter

**VII. RELATED POLICIES AND PROCEDURES**

**VIII. CHANGE LOG**

<b>Date of Change</b>	<b>Description of Change</b>	<b>Responsible Party</b>
8/1/2023	NEW POLICY	Chief Operating Officer