

**This Telemedicine Attestation must be submitted to QualChoice in order to be reimbursed for telemedicine services.**

Telemedicine is the use of electronic information and communication technology to deliver healthcare services, including without limitation the assessment, diagnosis, consultation, treatment, education, care management and self-management of a patient. It includes store and forward technology and remote patient monitoring. Store and forward technology is the asynchronous transmission of a patient's medical information from a healthcare professional at an originating site to a healthcare professional at the distant site.

Use of audio-only communication, including without limitation interactive audio, a facsimile transmission, text messaging or electronic mail is not considered a telemedicine service.

Benefits are provided for telemedicine services when meeting the definition of Telemedicine in the QualChoice Medical Policy (BI 529) and when provided in accordance with the guidelines as outlined. Initials next to the specific policy requirements (below) indicate understanding of and adherence to these guidelines. Random or targeted audits may be performed to verify adherence. Deductibles, copayments or coinsurances will apply to telemedicine services the same as face-to-face diagnosis, consultation or treatment services.

**Definitions:**

Asynchronous: A term used to describe store and forward transmission of medical images or information, because the transmission typically occurs in one direction at a time. An example would be sending a photograph to a specialist, who will subsequently provide an interpretation to the sender.

Distant Site: The Distant Site is defined as the site where the healthcare professional is physically located during an encounter with a patient who is at the Originating Site.

Healthcare Professional: Healthcare Professional means a person who is licensed, certified or otherwise authorized by the laws of Arkansas to administer healthcare in the ordinary course of the practice of his or her profession.

Originating Site: The Originating Site is defined as any location where the patient is located during the provision of telemedicine services.

Presenter: Telemedicine encounters require the Distant Site provider to perform an exam of a patient from many miles away. A Presenter may be available at the Originating Site to orient the patient, operate equipment, problem solve and gather data.

Remote Patient Monitoring: Remote Patient Monitoring means the use of synchronous or asynchronous electronic information and communication technology to collect personal health information and medical data from a patient at an Originating Site that is transmitted to a healthcare professional at a Distant Site for use in the treatment and management of medical conditions that require frequent monitoring.

Synchronous: A term used to describe interactive video connections, indicating that the transmission of information in both directions is occurring at the same time (synchronously).

**Coding Guidelines:**

The provider at the Distant Site must submit claims for telemedicine services using the appropriate CPT or HCPCS code for the professional service delivered, along with the telemedicine modifier GT or 95 (Synchronous Telemedicine Service Rendered via a Real-Time Interactive Audio and Video Telecommunications System). The provider must also use Place of Service 02 (Telemedicine Distant Site) when billing CPT codes with a modifier GT or 95. Modifier GT or 95 may be appended to the following CPT codes: 99201-99204, 99211-99214, 90791-90840, 90951-90952, 90954-90955, 90957-90958, 90960-90961. The Originating Site must submit claims for the facility for telemedicine services using HCPCS code Q3014, (Telehealth Originating Site facility fee). Code Q3014 (Telehealth Originating Site facility fee) must be submitted for the same date of service as the professional code and it must indicate the physical location of the facility where the member was at the time of the telemedicine encounter.

The claim for Q3014 should name a provider who is responsible for care of the member at the Originating Site rather than the name of a facility. However, this provider is not required to be present in the Originating Site at the time of the visit. For telemedicine visits where the Originating Site is in the hospital setting, the claim may be submitted as an outpatient hospital claim using revenue code 0780 (Telehealth site fee). All other Originating Sites must file claims for Q3014 using the CMS-1500 claim form. For inpatient services, Q3014 is not separately reimbursable.

**Attestation:**

I \_\_\_\_\_ (print name), making application as the duly authorized representative of \_\_\_\_\_ (Originating Site or Distant Site name), warrant and represent that I am an officer of the Originating Site or Distant Site identified herein, having full power and authority to execute this document on its behalf, and to bind the Originating Site or Distant Site to the commitments, representations and warranties herein expressed. Both I and the Originating Site or Distant Site identified herein warrant and represent to all health plans administered by QualChoice, both those insured by QualChoice and those that are self-funded by the sponsoring employer to which application for recognition is being made that the Originating Site or Distant Site meets all the requirements and fulfills all terms and conditions as outlined above. In the event the Originating Site or Distant Site fails to maintain ongoing compliance with any of the requirements and/or terms and conditions outlined above, the Originating Site or Distant Site representative will provide immediate notification in writing to each network-sponsoring organization.

1. All clinical records of telemedicine encounters contain at least the same elements as are included in a face-to-face encounter; in addition, the location of the Originating Site and Distant Site, along with the date and time of the connection must be recorded in the note. **Attestation Initials:** \_\_\_\_\_
2. For visits which include a physical exam, the equipment allows for remote examination by the provider (e.g. stethoscope, otoscope, etc. giving a diagnostic-quality signal to the provider) OR a qualified, licensed person capable of performing the exam supplements the examination and relays the findings to the provider. **Attestation Initials:** \_\_\_\_\_
3. Data transmission is accomplished using a HIPAA-compliant network, with sufficient bandwidth and screen resolution to permit adequate interaction with the patient and assessment of behavioral and physical features. The network must maintain a log of connections, with time, date, and duration. **Attestation Initials:** \_\_\_\_\_
4. The Distant Site provider is licensed as required by the Arkansas Medical Board. The Distant Site provider must be an allopathic or osteopathic physician, except in the case of behavioral health/mental health services, in which case, the provider must be a licensed clinical social worker, licensed psychologist, licensed professional counselor, Certified Nurse Practitioners or Clinical Nurse Specialists or a licensed allopathic or osteopathic physician. **Attestation Initials:** \_\_\_\_\_
5. The provider at the Distant Site and the provider or facility at the Originating Site has completed trainings and has Certification for providing Telemedicine services by a nationally or locally recognized organization, such as The American Telemedicine Association or Arkansas eLink. Telemedicine has special clinical considerations that are different than face to face encounters. Documentation of telemedicine training/certification is provided with this attestation. **Attestation Initials:** \_\_\_\_\_

Name (Printed): \_\_\_\_\_ Signed this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_.

Signature: \_\_\_\_\_ Witness Signature: \_\_\_\_\_