

Telehealth Guidance for Providers

(Local Telehealth Policy)



Purpose

To provide guidance on Vaya Health's (Vaya's) Local Approved Telehealth Policy and services that providers can deliver via telehealth when working with Vaya members and recipients.

Behavioral Health Clinical Coverage Policy

Telehealth shall be utilized only when clinically necessary. When determining whether telehealth services are clinically necessary, providers shall consider the following:

- Providers shall ensure services can be safely and effectively delivered using telehealth, virtual communications, or remote patient monitoring.
- Providers shall consider an individual's behavioral, physical, and cognitive abilities to participate in services provided using telehealth, virtual communications, or remote patient monitoring.
- The individual's safety must be carefully considered for the complexity of the services provided.
- In situations where a caregiver or facilitator is necessary to assist with the delivery of services via telehealth, virtual communications, or remote patient monitoring, their ability to assist and their safety must also be considered.
- Delivery of services using telehealth, virtual communications, or remote patient monitoring must conform to professional standards of care: ethical practice, scope of practice, and other relevant federal, state, and institutional policies and requirements, such as Practice Act and licensing board rules.
- Providers shall obtain and document verbal and written consent. In extenuating circumstances when consent is unable to be obtained, this must be documented.
- Members/recipients are not required to seek services through telehealth, virtual communications, or remote patient monitoring and upon request shall be allowed access to in-person services.
- Providers shall verify the member/recipient's identity using two points of identification before initiating service delivery via telehealth, virtual communications, or remote patient monitoring.
- Providers shall ensure the member/recipient's privacy and confidentiality are protected to the best of their ability.

Providers shall follow the NC Medicaid clinical coverage policy (CCP) or State-funded service definition while providing services. However, the following services may be provided through telehealth if they meet the above requirements:

- 8A, Enhanced Mental health and Substance Abuse Services:
 - Medically Monitored Intensive Inpatient Services (allows Licensed Clinical Addiction Specialists [LCAS] and other Certified Clinical Staff [CCS] to provide services by telehealth in lieu of being provided in person at the facility)
 - Medically Monitored Inpatient Withdrawal Management Services (allows LCAS and other CCS to provide services by telehealth in lieu of being provided in person at the facility)
 - Intensive In-home (real-time, two-way interactive audio and video telehealth)
 - Please note there are already components of other services that are telehealth-eligible; therefore, additional telehealth flexibilities are not provided under Vaya's telehealth policy.
- State-Funded Mental Health and Substance Use Services:
 - Medically Monitored Intensive Inpatient Services (allows LCAS and CCS to provide services by telehealth in lieu of being provided in person at the facility)
 - Medically Monitored Inpatient Withdrawal Management Services (allows LCAS and CCS to provide services by telehealth in lieu of being provided in person at the facility)

- Intensive In-home (real-time, two-way interactive audio and video telehealth)
- Please note there are already components of other services that are telehealth-eligible; therefore, additional telehealth flexibilities are not provided under Vaya's telehealth policy.

Physical Health Clinical Coverage Policy

- All services shall be provided in accordance with the published CCP or State-funded service definition.
- If the applicable CCP/State-funded service definition for the service or CCP 1H allows for telehealth coverage, then these services may be provided through telehealth.
- Please review posted [NC Medicaid CCPs](#) to determine telehealth allowance.

Licensure

- Non-licensed staff are allowed to deliver services via telehealth to the same extent as licensed staff, as it is permitted within the CCP/State-funded service definition.
- For example, if a non-licensed staff can provide the service face-to-face, then they can provide it via telehealth.

Billing

Telehealth services that are not allowed under the NC Medicaid CCP/State-funded service definition but are allowed under this approved Vaya Local Telehealth Policy should be billed as a typical face-to-face service and documented in the service note as a telehealth visit. The place of service must be reported as the provider's usual place of service, which is understood as the provider's location (the distant site).