Responses to Frequently Asked Questions (FAQs) About CMAP’s Response to COVID-19 (Coronavirus)

Updated: March 20, 2020

Below are responses to frequently asked questions about CMAP’s response to the outbreak of COVID-19 (Coronavirus). Please carefully review all provider bulletins and other documents posted on the CMAP Web site, https://www.ctdssmap.com/ and check for updates, as we intend to continue providing updated guidance as necessary.

1. Does the provider need to use a software program with both video and telephone for telemedicine visit or can they just speak with the patient over the phone?

Response: Provider Bulletins 2020-09 and 2020-10 do not authorize audio only telephone as telemedicine services. Telemedicine must be an audio and video system with real-time communication between the patient and practitioner. DSS is evaluating potential changes to its telemedicine policy. Any revisions to the telemedicine policy will be issued in a subsequent Provider Bulletin.

2. The bulletin requires a written informed consent to be signed by the member prior to the start of telemedicine services. Is it possible to do obtain verbal consent instead of written consent?

Response: Yes, for the time period that PB 2020-10 is in effect (as part of CMAP’s response to COVID-19), for CMAP purposes, the Department is waiving the requirement of written consent prior to starting telemedicine services. Providers must document that they obtained verbal consent from the member to provide telemedicine services and document that consent in the medical record. One potential alternative to obtaining traditional written informed consent is that providers include, as part of the software program used to provide telemedicine services, that the member affirmatively agrees to receive services by telemedicine as a condition of opening the telemedicine software encounter and the provider. If the provider chooses this option for obtaining written informed consent, the provider should maintain documentation on file that its telemedicine software program includes this disclaimer and consent. These options are permissible for CMAP purposes but do not supersede any other requirements that may apply to the provider, such as scope of practice or professional standards.

3. What is the appropriate place of service (POS) to use when billing for a telemedicine encounter?

Response: Providers should use POS 02 which will indicate that the service was rendered via telemedicine.
4. Is the CMAP Medicaid Management Information System (MMIS) billing system, operated by DXC Technology, system ready to process and pay claims billed with POS-02?

Response: Yes, the MMIS is ready to accept claims with POS 02.

5. Is there a full list of approved billing codes?

Response: Yes, please refer to Table 1 - “Approved Procedure Codes for Telehealth Services” attached to provider bulletin 2020-09 for a list of permissible services. Please refer to provider bulletin 2020-10 for a list of temporary services which have been expanded due to COVID-19.

6. What medical telemedicine services are currently covered by CMAP?

Response: PB 2020-09 authorizes coverage of telemedicine for out-of-state surgeries and homebound individuals. PB 2020-10 temporarily expands telemedicine coverage to a much broader category of medical evaluation and management services effective for dates of service March 13, 2020 through the date that DSS notifies providers in writing that the COVID-19 public health emergency in Connecticut has ended.

7. Are independent behavioral health practitioners required to physically be in the office when they render a telemedicine or telephone service to a member?

Response: No, independent practitioners in solo practices or in group practices are not required to be in the office when rendering a telemedicine or telephone service to a member.

8. As an independent practitioner, do I still need to add my provider specific modifier that I used prior to telemedicine in addition to the telemedicine modifier to the claim?

Response: Yes, independent behavioral health practitioners must still use the billing modifiers that were in place prior to the telemedicine policy. For telemedicine services, there will be two modifiers on a claim, the previous billing modifier and the telemedicine modifier. Clinical social workers use the modifier “AJ” and Licensed Marriage and Family Therapists, Licensed Professional Counselors, and Licensed Alcohol and Drug Counselors use the modifier “HO”.

9. Regarding behavioral health services, as a DPH licensed behavioral health clinic, non-licensed and non-certified staff could provide services under the direction of a licensed behavioral health practitioner. Is that still the case for telemedicine and telephone services?
Response: Yes, only in behavioral health clinics that are licensed by DPH.

10. Regarding the physical location of the practitioner who works for a DPH licensed healthcare facility, does the practitioner still need to be in the clinic when rendering telemedicine or telephone services?

Response: DSS is waiving the DSS regulations regarding any limitation to the physical location of the practitioner when rendering telemedicine or telephone services.

11. For methadone maintenance services, providers are required to provide at least one counseling session per month. Can we do the required monthly counseling session via telemedicine or telephone?

Response: Yes.

12. Are there additional authorization requirements in order to provide services via telemedicine or telephone?

Response: No additional or different authorization procedures are required beyond the authorization requirements in place prior to issuing new policy on telemedicine.

**Provider Bulletins:**

- [PB2020-10](#) - CMAP COVID-19 Response – Bulletin 1: Emergency Temporary Telemedicine Coverage
- [PB2020-12](#) – CMAP COVID-19 Response – Bulletin 2: Laboratory Testing Coverage