



Roderick L. Bremby, Commissioner

Effective Date: July 1, 2017
Contact: Dana Robinson-Rush @ 860-424-5615

TO: Physicians, Physician Assistants, Advanced Practice Registered Nurses, Certified Nurse Midwives, Medical Clinics, Family Planning Clinics, Outpatient Hospitals and Federally Qualified Health Centers

RE: Coverage for Electronic Consultations (E-Consults) Performed by HUSKY Health Providers

Effective for dates of service July 1, 2017 and forward, the Department of Social Services (DSS) will reimburse select enrolled specialists for the provision of electronic consultations (e-consults) when rendered as part of an established office or outpatient visit.

An e-consult is a consultation service through which a member's primary care practitioner or treating practitioner, defined as a physician, Advanced Practice Registered Nurse (APRN), Certified Nurse Midwife (CNM), or Physician Assistant (PA), requests the opinion and/or treatment advice of a physician, APRN, CNM or PA with a specific specialty, to assist the primary care or treating practitioner in the diagnosis and/or management of the member's presenting issue. These services are typically provided in cases where a timely face-to-face visit with a specialist may not be feasible due to factors including, but not limited to, time and distance. DSS is implementing this tele-health measure as part of an effort to increase access to medically necessary specialist services covered under the HUSKY Health plan.

Transmission of Electronic Consults:

For dates of service July 1, 2017 and forward, DSS will directly reimburse practitioners enrolled under select medical specialties for the provision of an e-consult service that is initiated as part of

a primary medical care visit in an outpatient office setting, outpatient hospital setting, and clinic setting, including a Federally Qualified Health Center (FQHC).

All e-consults must be conducted through a secure internet exchange between the primary care or treating practitioner and the specialist. **Telephonic consultations are not reimbursable under the Connecticut Medical Assistance Program (CMAP).**

Any case management or follow-up services performed by the FQHC, clinic, primary care or treating practitioner will be considered as part of the initial and medically necessary follow-up visits, and no additional payments will be made to the FQHC, clinic, primary care or treating practitioner.

Requirements of the Specialists:

DSS has compiled a list of select medical provider specialties that are eligible to receive reimbursement for e-consults.

Specialties Eligible to Render E-Consults
Geriatric Nurse Practitioner
Cardiology
Dermatology
General Surgery
Geriatric Practitioner
Neurology
Ophthalmology
Orthopedic Surgery
Pain Medicine
Medical Genetics
Cardiology
Dermatology

Specialties Eligible to Render E-Consults (cont'd)
Gastroenterology
General Surgery
Geriatric Medicine
Nephrology
Neurology
Orthopedic Surgery
Endocrinology, Diabetes and Metabolism
Hematology
Infectious Diseases
Rheumatology
Developmental-Behavioral Pediatrics
Pediatric Neurodevelopmental Disabilities
Pediatric Cardiology
Pediatric Endocrinology
Pediatric Gastroenterology
Pediatric Hospice and Palliative Medicine
Pediatric Infectious Diseases
Pediatric Nephrology
Pediatric Medical Toxicology
Pediatric Rheumatology
Pediatric Dermatology
Pediatric Orthopedic Surgery
Neurology with Special Qualifications in Child Neurology
Pediatric Surgery

As is required for all services reimbursed under CMAP, all providers, including the specialist performing the e-consult, must be enrolled in the CMAP provider network.

Requirements of E-consult's Electronic System: The system used to complete the e-consult must, at a minimum, comply with the following requirements. The system must:

- be in compliance with HIPAA and other applicable security and privacy requirements;
- enable transmission through electronic communication systems to a specialist who uses the information to evaluate the cases for the type of e-consults for which it is used; and
- be compatible with the primary care or treating practitioners' electronic health records (EHR) system.

One option for providers is to transmit e-consults through DIRECT Secure Messaging. As previously outlined in PB 2016-77, Direct Secure Messaging is a

secure, encrypted, standards-based method for exchanging Protected Health Information (PHI) that functions similar to email. In order to participate and utilize DIRECT, both the sender and recipient users must have a specific DIRECT email address. DIRECT Secure Messaging can be obtained either through your current EHR system, or through a **free** stand-alone account offered by a DSS partner, Secure Exchange Solutions (SES).

For further information regarding DIRECT Secure Messaging enrollment, integrating your EHR system, or other system-related questions please contact SES at: 1-888-470- 9913 ext. 1 Monday-Friday from 8:00 AM to 8:00PM.

Billing and Reimbursement for E-consults: The Department will be adding Common Procedural Terminology (CPT) codes to the physician office and outpatient fee schedule to reimburse select medical specialties for e-consults. In addition to this policy transmittal, specialty providers should refer to the CPT manual (corresponding to the date of service) for additional guidance for these CPT codes:

CPT Code	Description	Rates
99446	Interprofessional telephone/internet assessment, 5-10 mins	\$13.42
99447	Interprofessional telephone/internet assessment, 11-20 mins	\$21.47
99448	Interprofessional telephone/internet assessment, 21-30 mins	\$32.50
99449	Interprofessional telephone/internet assessment, 31+ mins	\$43.80

Please note that an "e-consult" is not eligible for reimbursement under CMAP if the "e-consult" is performed as a split or shared medical visit. It is DSS' expectation that the appropriate level of specialist

performs the e-consult and bills accordingly.

Documentation Requirements:

All documentation for the medical encounters and the corresponding e-consults must be in compliance with Section 17b-262-349 and Section 17b-262-1004 of the regulations of Connecticut state agencies. The documentation should include the medical reasoning for the e-consult along with any documentation of medical conclusions and any recommendations for treatment written by the specialist.

Also, as defined in Section 17b-262-349 and Section 17b-262-1004(a) of the regulations of Connecticut state agencies, all of the required documentation for medical encounters and the e-consults must be retained in the member's medical file and it must be available to the Department upon request.

Posting Instructions: Policy transmittals can be downloaded from the Web site at www.ctdssmap.com.

Distribution: This policy transmittal is being distributed to providers of the Connecticut Medical Assistance Program by DXC Technology.

Responsible Unit: DSS, Division of Health Services, Medical Policy and Regulations, Dana Robinson-Rush, Health Policy Consultant, Medical Policy at (860) 424-5615.

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