



Connecticut Medical Assistance Program
Policy Transmittal 2023-18

Provider Bulletin 2023-33
April 2023

Andrea Barton Reeves, J.D., Commissioner

Effective Date: May 12, 2023
Contact: Ginny Mahoney

TO: Physicians, APRNs, Physician Assistants, Medical Equipment Devices and Supplies (MEDS)

RE: Reinstating Face-to-Face Requirements and Allowing Telemedicine for Physiatrist Assessments for Customized Wheelchairs

Effective for dates of service May 12, 2023, and forward, in response to the federal declaration ending the public health emergency, the Department of Social Services (DSS) is providing Medical Equipment Devices (MEDS) and Supplies providers updated guidance for:

- the Face-to-Face requirements for certain durable medical equipment (DME), and
- telemedicine visits for physiatrist assessments required for customized wheelchairs provided to members residing in nursing facilities.

MEDS Face-to-Face Requirements:

Effective for dates of service May 12, 2023, and forward, MEDS providers must comply with the face-to-face (F2F) requirements for certain DME as specified by 42 CFR 440.70.

Compliance with this requirement includes the provision of the F2F encounter via telehealth as specified by 42 CFR 440.70(f)(6) when the service billed complies with the telehealth policies as outlined and specified by DSS. Refer to [PB 2023-18](#) and the Connecticut Medical Assistance Program (CMAP) Telehealth Table for DSS telehealth information.

The list of durable medical equipment prosthetic orthotic supplies (DMEPOS) that requires the face-to-face encounter as defined in 42 CFR 410.38(c)(8) which is maintained by Medicare can be found by accessing the following Web site link:

[REQUIRED FACE-TO-FACE ENCOUNTER AND WRITTEN ORDER PRIOR TO DELIVERY LIST \(cms.gov\)](#)

Continue to refer to provider bulletin, [PB 17-19](#) *New Face-to-Face Requirements for Certain Durable Medical Equipment (DME)* for guidance.

Physiatrist Assessments for Customized Wheelchairs in Nursing Facilities:

Effective for dates of service May 12, 2023, and forward, physiatrists can conduct assessments for complex rehabilitative technology (CRT) equipment either in person or via synchronized telemedicine with the assistance of the physical therapist (PT) or occupational therapist (OT) which must be in person with the HUSKY Health member. The requirement of the PT or OT in-person with the member is to ensure the demonstration of the equipment and any features on a customized wheelchair will meet the clinical needs of members residing in skilled nursing facilities.

For questions about billing or if further assistance is needed to access the fee schedules on the Connecticut Medical Assistance Program Web site, please contact the Provider Assistance Center, Monday through Friday from 8:00 a.m. to 5:00 p.m. at 1-800-842-8440.

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 CMAP by Gainwell Technologies.

Responsible Unit:

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