

# Georgia Medicaid Telemedicine Guidance Presentation



For access to this presentation, please visit: [www.mmis.georgia.gov](http://www.mmis.georgia.gov) → Provider Information → Provider Notices → “Presentation –Telemedicine Guidance Presentation”



# Mission Statement

The Georgia Department of Community Health (DCH)

We will provide Georgians with access to affordable, quality health care through effective planning, purchasing, and oversight. We are dedicated to A Healthy Georgia.

# Agenda

- Program Overview
- Licensing and Credentialing
- Coverage Requirements
- Do's and Don'ts
- Covered Services
- Telemedicine Claim Denials
- Updates
- Contact Gainwell
- Closing

# Telemedicine Overview

Telehealth is the use of medical information exchange from one site to another via electronic communications to improve a patient's health status.

Telehealth is the use of two-way, real-time interactive communication equipment to exchange the patient's information from one site to another via an electronic communication system.

# Telemedicine Overview

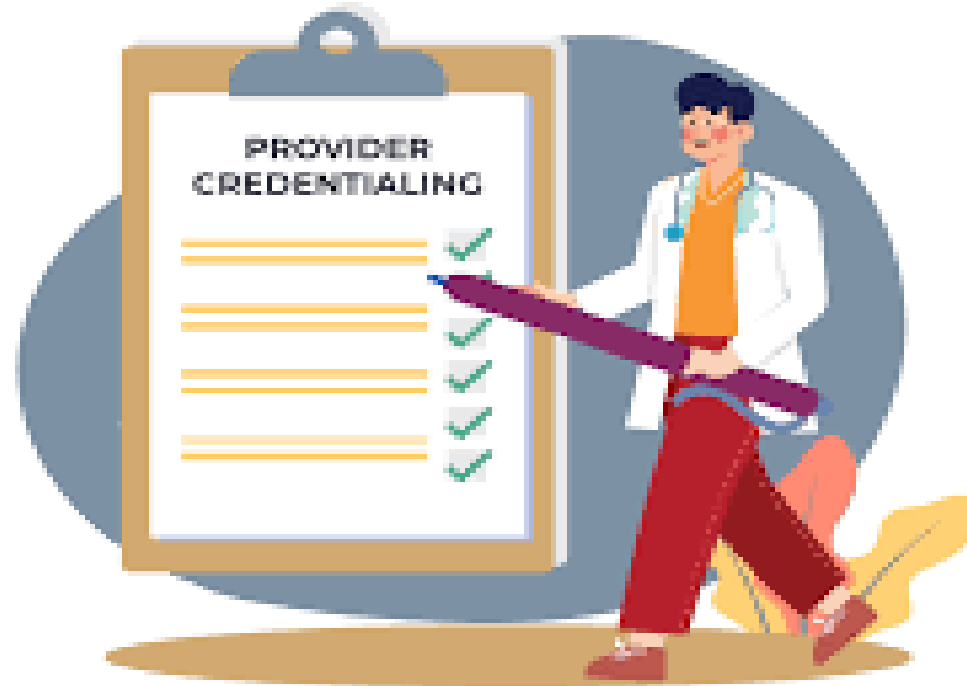
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Telehealth is used by both Providers and Medicaid Eligible Members to address barriers to care including:

- Insufficient provider supply
- Transportation barriers
- Rural access challenges
- Behavioral Health stigma

**\*\*Note Medicaid covered services are provided via telehealth for eligible members when the service is medically necessary, the procedure is individualized, specific, and consistent with symptoms or confirmed diagnosis of an illness or injury under treatment, and not in excess of the member's needs.\*\***

# Telemedicine Licensing and Credentialing



# Telemedicine Licensing and Credentialing Requirements

All enrolled and rendering providers must:

- Have the required credentials and be legally allowed to practice within the state of Georgia.
- Be credentialed by DCH's Centralized Credentialing Verification Organization (CVO) or through a delegated credentialing arrangement with a Care Management Organization (CMO).
- Hold the appropriate Georgia license or permit (this includes a Telemedicine License, Temporary License or Emergency Practice Permit) certificate, approval, registration, or other form of permission issued by an entity other than the Department of Community Health (DCH), as required by law.

# Telemedicine Licensing and Credentialing Requirements

*(continued)*

- Act within the scope of his or her practice as defined by federal and state laws, rules, and regulations.
- Understand that Telemedicine / Telehealth services shall be subject to utilization review and auditing requirements.
- Maintain documentation of all services provided with Telemedicine / Telehealth in accordance with DCH policy.

\*\*\*Banner Message Telehealth Services dated 09/16/2022\*\*\*



# Telemedicine Requirements

- When submitting claims for telehealth services, make sure that the appropriate CPT or HCPCS code for the professional service is billed.
- The GT modifier is required as applicable, along with the use of POS 02.

**Note: Refer to Telemedicine Guidance Services Manual for additional information.**

# Telemedicine Do's and Don'ts



# Telemedicine Do's and Don'ts When Conducting a Telehealth Visit

## DO's

- Interactive audio and video telecommunications
- Real-time communications between the distant site provider or practitioner and the member
- Secure and encrypted connected
- Interactive video telecommunications compliant with HIPAA

## DON'Ts

- Telephone Conversations
- E-mail
- Video cell phone interactions
- Services rendered via a webcam or internet-based technologies (i.e., Skype, Tango, etc.) that are not part of a secured network and do not meet HIPAA encryption compliance.

# Do You Have Consent?

- Prior to an initial telehealth service, the rendering provider must obtain a signed consent form from the GA Medicaid Member.
- The member must be aware of their options to refuse the telehealth service at any time without affecting the right to future care or treatment and without risking the loss of covered Medicaid services.

**Note: A sample of the Telehealth Member Consent Form can be found in the Telemedicine Manual, Appendix A2**



# Covered Services



- Autism
- Dental
- Dialysis
- Nursing Facility Specialized Services
- Community Behavior Health Rehab Services
- E/M
- Healthcheck
- CIS/CISS

# Covered Services

*(continued)*

## Autism Services

- 97151
- 97152
- 0362T
- 97153 - 97158
- 0373T

**\*\*\*Refer to Appendix A of the Autism Services manual for billing\*\***

# Covered Services

*(continued)*

## Dialysis Services

➤ 99051 - 99052

➤ 90954 - 90955

➤ 90957 - 90958

➤ 90960 - 90961

➤ 90963 - 90969

➤ 90970

**\*\*\*Refer to Chapter 900 of the Dialysis Services Manual for billing\*\*\***

# Covered Services

*(continued)*

## Dental

➤ D9995

➤ D9996

➤ D0140

**\*\*\*Refer to Chapter 900 Section 910 of the Dental Services Manual for billing\*\*\***



# Covered Services

*(continued)*

## Evaluation & Management Codes (E/M)

➤ 99201 - 99205

➤ 99211 - 99215

**\*\*\*Refer to Chapter 900 Physician Services Manual for billing\*\*\***

# Covered Services

*(continued)*

## CIS/CISS

- 92507 - 92508
- 92521 - 92524
- 97110, 97112
- 97161 - 97164
- 97530
- 97127
- 97542
- 97763
- 92567 - 92568
- 92587

**\*\*\*Refer to Chapter 1000 in both Children Intervention Services and Children Interventions School Manual and for billing\*\*\***

# Telemedicine Claim Denial

- 3439 Associate E/M code not paid prior to Tele-visit
- 5255 Tele-visit not allowed on the same claim as non-tele-visit
- 5855 Associated E/M code not paid prior to Tele-visit

# Georgia Medicaid



# Georgia Pathways to Coverage™

This program offers Medicaid coverage to eligible Georgians **ages 19-64** who have a household income of up to 100% of the Federal Poverty Level (FPL), are not otherwise eligible for traditional Medicaid, and meet the qualifying activities threshold.

Pathways covers many of the same medical services as traditional Medicaid, including:

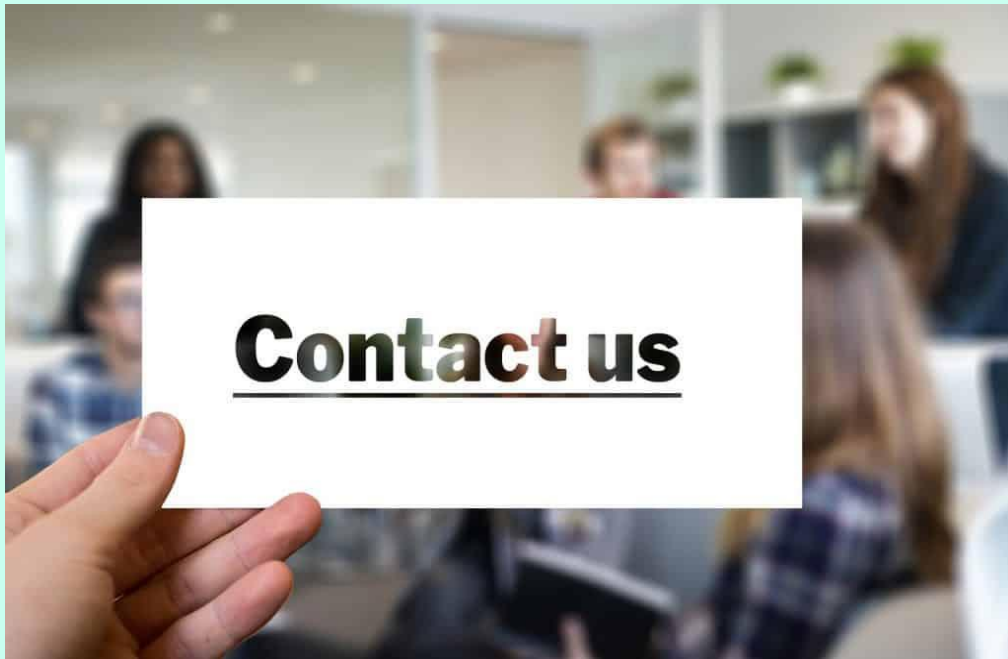
- Doctor visits.
- Hospital stays.
- Emergency services.
- Prescriptions.
- Laboratory and x-rays.
- Family planning services.
- Mental health services.
- Preventive and wellness services.
- Chronic disease management services.

Pathways does not cover non-emergency medical transportation except for members ages 19-20.

**All Pathways members will be enrolled with one of the Care Management Organizations.**

**\*\*For more information about Pathways, visit [dch.ga.gov/georgiapathways.com](https://dch.ga.gov/georgiapathways.com)**

# Contact Us



- Need help?
- Have questions?
- Wondering who to call?
- Who is your Field Representative?

# Provider Contact Service Center

Our Provider Services Contact Center (PSCC)  
can be reached at

**1-800-766-4456**

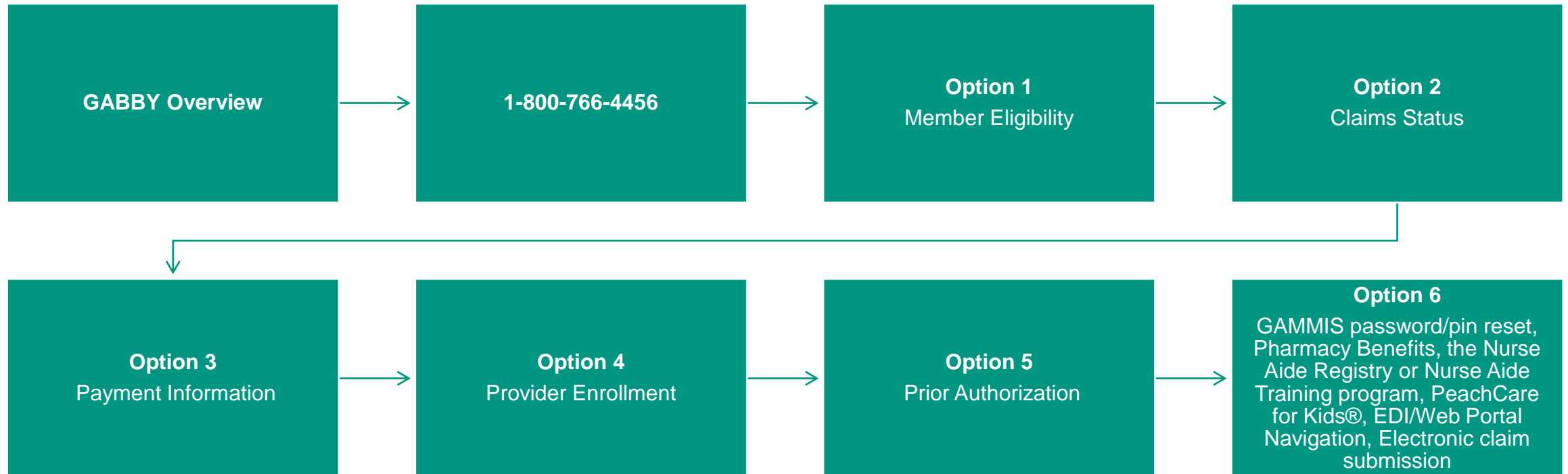
from 7 a.m. to 7 p.m. EST

Monday through Friday (except state holidays)

**(IVRS and the GAMMIS website are available 24/7)**



# GABBY™ - Virtual Agent (formerly known as IVRS)



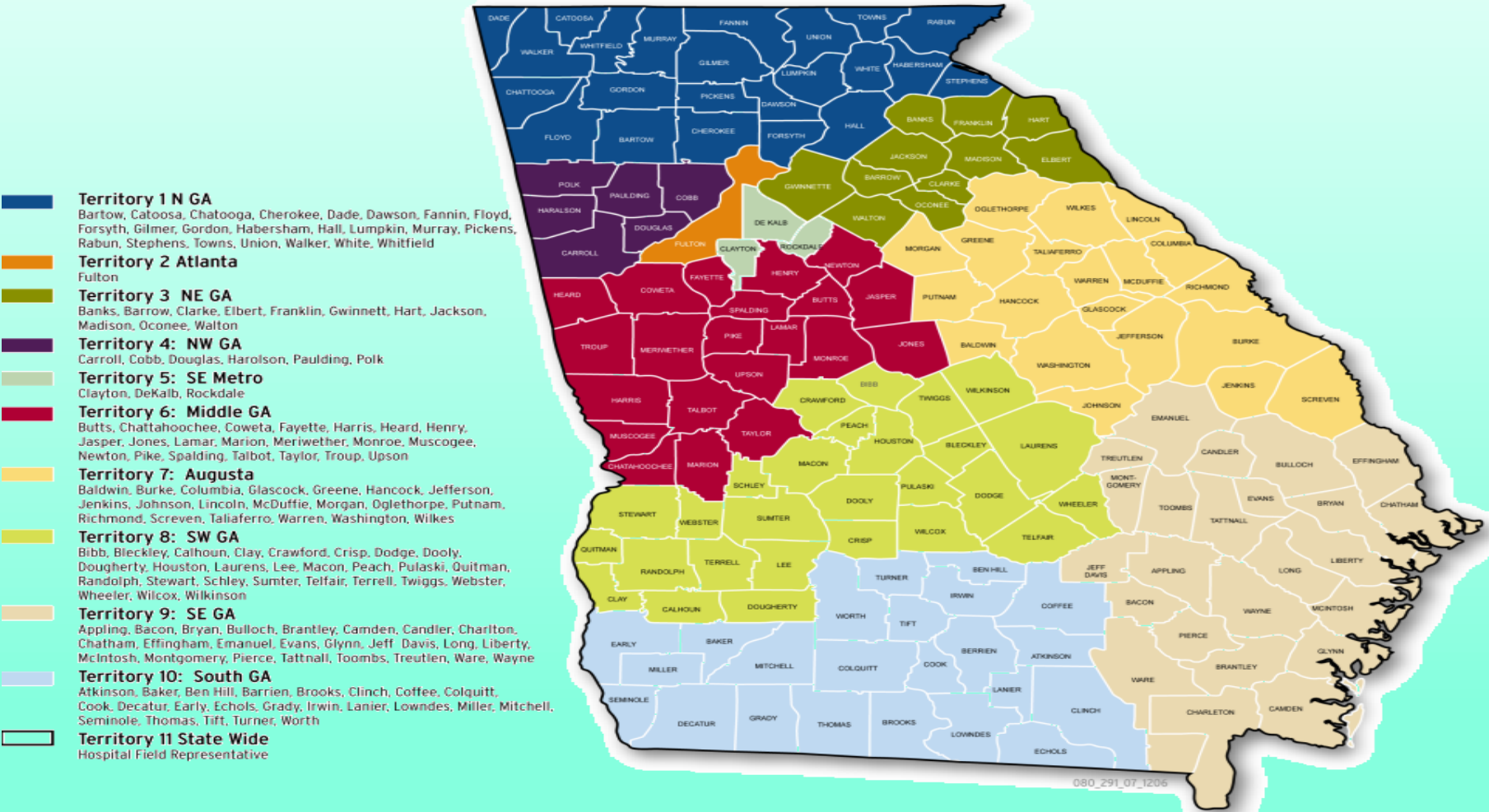


# Electronic Data Interchange (EDI) and Web Portal

**1-877-261-8785**

- Web Portal Password Resets
- Provider Pin Activations
- Electronic claim file submissions
- Claim Rejects
- Web Portal Navigation/Registration
- Identifying and troubleshooting technical issues
- Enrollment of trading partners

# Georgia Field Territories



# Provider Relations Field Services Representatives

Territory	Region	Rep
1	North Georgia	Mercedes Liddell
2	Fulton	DeAndre Murray
3	NE Georgia	Carolyn Samuel
4	NW Georgia	Tierra Johnson
5	SE Metro	Ebony Hill
6	Middle Georgia	Shawnteel Bradshaw
7	Augusta	Jessica Bowen
8	SW Georgia	Jill McCrary
9	SE Georgia	Kendall Telfair
10	South Georgia	Anitrus Johnson
North	Hospital Rep	Sherida Bentley
South	Hospital Rep	Janey Griffin-Weaver

# Provider Relations Consultants

## State-Wide Consultants

Brenda Hulette

Danny Williams

# Contact My Provider Rep Directly

Login to the MMIS Web Portal with your username and password.

The screenshot displays the GAMMIS web portal interface. At the top, there are logos for the Georgia Department of Community Health, GAMMIS (Georgia Medicaid Management Information System), and gainwell. A search bar is located in the top right corner. Below the logos, a blue navigation bar contains a search button and the date "Friday, August 11, 2023". A session expiration message reads: "[ Refresh session ] You have approximately 19 minutes until your session will expire." The main navigation menu includes links for Home, Contact Information, Member Information, Provider Information, Provider Enrollment, Nurse Aide/Medication Aide, EDI, Pharmacy, and HFRD. A secondary menu offers Home, Publication Search, Site Map, Site Settings, and Language Selection. A bookmarked link for "GAMMIS:Home" is also visible. An alert message box titled "(click to hide) Alert Message posted 8/11/2023" contains a "Planned System Maintenance Event" notification: "Due to planned system maintenance, the Georgia Web Portal, IVR and SFTP sites will be unavailable from Sunday, August 13, 2023, between the hours of 12:01 a.m. and 7:00 a.m. Eastern Time." Below the alert is a "User Information" section with a "Login/Manage Account" tab and a "Login" button, which is highlighted with a green arrow. The "Members" section lists "Register for Secure Access" and "Member Information". The "Latest News..." section provides information for members and providers regarding the latest information sources.

# Contact My Provider Rep Directly

Select the Web Portal Option.

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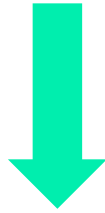
## Applications

Application	Description
<a href="#">MEUPS Account Management</a>	Manages contact information, password, and authorizations for applications.
<a href="#">Web Portal</a>	Web Portal Production



# Contact My Provider Rep Directly

Select Contact Information and then Contact Us from the drop-down menu.  
*(continued)*



Home | **Contact Information** | Member Information | Provider Information | Provider Enrollment | Nurse Aide/Medication Aide | EDI

Home **Contact Us** Phone Numbers & Links

★ [GAMMIS: Contact Us](#) <- Bookmarkable Link ★ [Click here for help and information about bookmarks](#)


# Contact My Provider Rep Directly

Select a Type of Inquiry item. > Enter Details> Select a Contact Method and Enter details > Submit.

(continued)

**Requests Requiring PHI**

**NOTE:** If the response to your inquiry contains protected health information (PHI) such as member or claims information, you must log into the secure web portal to submit your question and receive the response. Upon login, additional contact options related to PHI will be available.



Contact Information	
How can we help you?	
Select an Item*	<ul style="list-style-type: none"><li>Claim Status Inquiry</li><li>Eligibility Inquiry</li><li><b>Contact My Provider Service Rep</b></li><li>Provider Enrollment</li><li>Request a Provider Rep Visit</li><li>ICD-10 Inquiry</li><li>Favors Review Inquiry</li><li>MAPIR Inquiry</li><li>Web Registration</li><li>Member ID Cards</li><li>Member PCP Assignments</li><li>Customer Service</li><li>Complaint about a Provider</li><li>Complaint about a Member</li><li>Other Complaint</li><li>Having a Technical Problem</li><li>Other</li><li>EDI Submission Problem</li><li>Provider PIN Issue</li></ul>
Enter Category Details	
How can we help you?	
How do you want to be contacted?	
Contact Method*	
Last Name, First Name	
Phone Number, Ext	



# Contact My Provider Rep Directly

Once submitted, a tracking number/reference will generate. Please keep the tracking number for your records.

*(continued)*

**The following messages were generated:**  
Your request has been processed. Your tracking number **20763193**.  
Providers may call the Provider Contact Center at (770) 325-9600 or toll-free at (800) 766-4456. Members may call the Member Contact Center at (770) 325-2331 or toll-free at (866) 211-0950.

**Contact Information**

How can we help you?

Select an Item\*

Enter Category Details

How can we help you?

How do you want to be contacted?

Contact Method\*

Last Name, First Name

Phone Number, Ext

# Session Review

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**You should now understand:**

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Telehealth Policy

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Coverage Requirements

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How to conduct a Telehealth visit

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Covered Services

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How to check for updates

---

Contact Gainwell Technologies

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# Questions



# Thank You

