



NH Department of Health and Human Services New Hampshire Medicaid Program

To: NH Medicaid Enrolled Primary Care Providers

From: NH Medicaid's Fee-for-Service Program and the Managed Care Organizations

Date: April 21, 2020

Subject: NH Medicaid Telehealth Billing Clarification for Annual and Well Child Visits

Background:

The Division of Medicaid Services has been asked to clarify its Telehealth policy as outlined in the *Telehealth Informational Bulletin* dated April 1, 2020, specifically as it pertains to payment for evaluation and management (E/M) office visits done in a telehealth environment.

Response:

The use of telemedicine and remote care services are critical to the safe management of the COVID-19 pandemic while also assuring uninterrupted care for Medicaid members. The April 1st informational bulletin cited one example in which an annual physical exam could not be billed and paid because not all of the components could be completed without being face-to-face. This statement was not intended to deny coverage for pediatric well health check-ups and other E/M office visit codes that can be performed via telehealth.

During the declared COVID-19 state of emergency in New Hampshire, annual (procedure codes 99385-99387 and 99395-99397) and well child preventive health checks (procedure codes 99381-99384 and 99391-99394) may be performed via telemedicine and, when indicated, combined with in-person administration of immunizations. Components of well child visits that cannot be completed via telehealth can be waived until a later date. Additional well child telehealth assessments may be included as appropriate (i.e., developmental screening, behavioral/emotional assessment, health risk assessment).

If you have questions about this notice, please contact the NH Medicaid Provider Call Center at 1-866-291-1674 or email NHProviderRelations@conduent.com. Further bulletins will be issued as telehealth implementation continues during this state of emergency.