

All Providers

Effective May 12, 2023

End of Public Health Emergency (PHE)

Coverage and Reimbursement Policy for Telemedicine / Telehealth Services

On February 9, 2023, the State of Montana received notice from the Secretary of the U.S. Department of Health and Human Services (HHS) that the COVID-19 Public Health Emergency (PHE) would be extended for 90 days. Additionally, the Secretary noted that based on current trends regarding COVID-19, HHS is planning for this to be the final renewal and that the PHE will end on May 11, 2023.

Montana Healthcare Programs is committed to enabling members to remain in their homes. We will continue to permit qualified providers to deliver clinically appropriate, medically necessary covered services to Montana Healthcare Programs members via reimbursable telemedicine/telehealth services (including telephone and live video).

All Montana Medicaid covered services delivered via telemedicine/telehealth are reimbursable if the services:

1. Are medically necessary and clinically appropriate for delivery via telemedicine/telehealth;
2. Follow the guidelines set forth in the applicable Montana Healthcare Programs provider manual; and
3. Are not a service specifically required to be face-to-face as defined in the applicable Montana Healthcare Programs provider manual.

There are no specific requirements for technologies used to deliver services via telemedicine/telehealth and can be provided using secure portal messaging, secure instant messaging, telephone conversations, and audio-visual conversations.

Rates of payment for services delivered via telemedicine/telehealth will be the same as rates of payment for services delivered via traditional (e.g., in-person) methods set forth in the applicable regulations. Please refer to the fee schedules posted on the [Provider Information website](#) for current rates. Choose Resources by Provider Type in the left menu, read and accept the end user agreement, and navigate to the applicable provider page.

Telemedicine/Telehealth Requirements

1. To the extent possible, providers must ensure members have the same rights to confidentiality and security as provided during traditional office visits.
2. Providers must follow consent and patient information protocol consistent with those followed during in-person visits.
3. Telemedicine/telehealth does not alter the scope of practice of any healthcare provider; or authorize the delivery of healthcare services in a setting or manner not otherwise authorized by law.
4. Record keeping must comply with [Administrative Rules of Montana \(ARM\) 37.85.414](#).
5. Enrolled providers delivering services via telemedicine/telehealth must submit claims using the appropriate CPT or HCPCS code, place of service, and modifier for the services rendered.

Telemedicine/Telehealth Definitions

Below are common terms used in relation to telemedicine/telehealth services:

Distance Provider – The enrolled provider delivering a medically necessary and clinically appropriate service from the distance site.

Distant Site – A site where the enrolled provider providing the service is located at the time the service is provided. While all applicable licensure and programmatic requirements apply to the delivery of the service, there are no additional geographic or facility restrictions on distant sites for services delivered via telehealth.

Enrolled Originating Site Provider – An enrolled provider who is operating a secure connection that complies with the requirements of the Health Insurance Portability and Accountability Act of 1996, 42 U.S.C. 1320d, et seq., and assisting an enrollee with the technology necessary for a telehealth visit. An originating site provider is not required to participate in the delivery of the healthcare service. An enrollee's residence is not reimbursable as an enrolled originating site provider.

Enrolled Provider – A practitioner enrolled in the Montana Healthcare Programs.

Originating Site – A site where a patient is located at the time healthcare services are provided via a telecommunications system or where an asynchronous store-and-forward service originates.

Contact and Website Information

If you have questions, please contact:

- BHDD Treatment Bureau at (406) 444-3964
- Children's Mental Health Bureau at (406) 444-4545
- Developmental Disabilities Program at (406) 444-2995
- Health Resources Division at (406) 444-4455
- Senior and Long-Term Care Division at (406) 444-4077

For claims questions or additional information, contact Montana Provider Relations at (800) 624-3958 or (406) 442-1837 or email MTPRHelpdesk@conduent.com.

Visit the Montana Healthcare Programs Provider Information website at <https://medicaidprovider.mt.gov>.