

# Apple Health (Medicaid) telemedicine / telehealth services in long term care facilities and skilled nursing facilities during the COVID-19 pandemic

In this time of the COVID-19 pandemic, the Health Care Authority is aware that usual and customary ways of providing and billing/reporting services may not be feasible. It is also understood that different providers will have different capabilities. Therefore, in the interest of public health, HCA's Apple Health (Medicaid) program is trying to be as flexible as possible and is creating new policies that will allow you to provide medically necessary services and bill or report the encounter with the most appropriate code you determine applicable, using the guidance below.

**This FAQ reinforces the agency's current policies regarding telemedicine as defined in [WAC 182-531-1730](#) and covers the new telehealth policies that will only be in effect during this health care crisis.**

**bl**We will update this FAQ as necessary to respond to new information as it develops.

## Frequently Asked Questions

**Q: For Apple Health (Medicaid), what is considered telemedicine and what is considered telehealth?**

### Telemedicine

- Delivered via HIPAA compliant interactive, audio and video telecommunications (including web-based applications), and
- The provider works within their scope of practice to provide a covered service to an Apple Health eligible client.

Apple Health is aware that there are instances when telemedicine is not an option and providers need to use other methods to provide care.<sup>1</sup> Therefore, Apple Health is **temporarily** allowing other modalities to be used when current practice for providing services is not an option (face to face, telemedicine).

### Telehealth

Defined as services that are:

- An on-line digital exchange through a patient portal
- Telephone calls, Face-Time, Skype, other audio-visual modalities.

The service rendered must be equivalent to the procedure code used to bill for the service.

**Q: Can the routine 60-day visit the routine 60-day visit as required by DSHS be done via telemedicine or telehealth?**

Yes, HCA is following CMS guidance and allowing telehealth to fulfill face-to face requirements for clinicians.

**Q: Can you complete the Preadmission Screening and Resident Review (PASRR) via telemedicine or telehealth?**

Yes, document which modality was used to gather the information.

**Q: Can a Medicaid client receive services via telemedicine or telehealth?**

Yes, the clients in your facility are eligible to receive services via telemedicine or telehealth. Please have the

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<sup>1</sup> See [Apple Health \(Medicaid\) clinical policy and billing for COVID-19 FAQ](#)

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provider see our guidance on the [HCA COVID-19 information page](#). Please note that policies are updated frequently and it is important to check the main page for the following information.

- [Apple Health \(Medicaid\) clinical policy and billing for COVID-19 FAQ](#)
- [Apple Health \(Medicaid\) behavioral health policy and billing policy and billing during the COVID-19 pandemic \(FAQ\)](#)