

Apple Health (Medicaid) telehealth requirements for physical, occupational and speech therapy during COVID-19 pandemic

The Health Care Authority is aware that usual and customary ways of providing and billing/reporting services may not be feasible during the COVID-19 pandemic. It is also understood that different providers will have different capabilities. Therefore, in the interest of public health, HCA 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 document 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. We will update this document as necessary to respond to new information as it develops.

Refer to the [Apple Health \(Medicaid\) clinical policy and billing for COVID-19 FAQ](#) for more information about telehealth and telemedicine billing.

Apple Health (fee-for-service and managed care) reimburses for telemedicine (HIPAA compliant technologies) and due to this crisis will now reimburse for telehealth (non-HIPAA compliant technologies)- provided services telehealth (non-HIPAA compliant technologies)-provided services including, when appropriate, for:

- Physical,
- Occupational, and
- Speech therapy

Apple Health will reimburse for **telehealth or telemedicine**-provided therapy for new or established clients to meet social distancing requirements.

- Telehealth services must be provided by licensed providers for their respective therapies including physical therapists, occupational therapists and speech-language therapists.
- Telehealth delivery includes use of audio/video communications using Zoom, Skype, Facetime or similar technologies. Not all of these technologies meet HIPAA/Privacy requirements and are allowed for use during the COVID 19 emergency declaration period.
- Telephone-only delivery is not reimbursable for PT/OT/Speech therapy codes.
- Telephone assessment of progress- See Billing Table below for payable codes.

Prior to the virtual therapy session, the provider must obtain informed consent from the client or caregiver to proceed with a telehealth therapy session and document in the clinical record. The therapy provider should also assist the client or caregiver in safely setting up any technology needed. The therapy provider is responsible for all aspects of the care provided to a client, including determining and documenting the extent to which the use of technology is necessary and appropriate for the provision of the therapy. A person's appropriateness for the use of telehealth to render care should be determined on a case-by-case basis with selection based on the judgement of the therapy provider, the client's informed choice, and professional standards of care. The provider should ensure that the care is provided in a secure and confidential location.

Billing instructions (may not include all eligible codes)

Physical Therapy Codes	Telemedicine (HIPAA Compliant A/V)	Telehealth A/V Non-HIPAA Compliant Billing
97161 97162 97163 97164 97110 G0151 G2012	Link to billing guide See Telemedicine billing information	Use Place of Service 12 when client is at home. Include –CR Modifier
Occupational Therapy		
97165 97166 97167 97169 97530 G0152 G2012	Link to billing guide See Telemedicine billing information	Use Place of Service 12 when client is at home. Include –CR Modifier
Speech Therapy		
92507 92508 92521 92522 92523 92524 G0153 G2012	Link to billing guide See Telemedicine billing information	Use Place of Service 12 when client is at home. Include –CR Modifier