SBCH Telehealth FAQ's

(issued March 31, 2020)

The information below may serve as GENERAL guidance to providers surrounding the provision of Telehealth services as they apply to the SBCH MEDICAID PROGRAM only. Providers should consult their specialty Tip Sheet to determine what services should be logged using a procedure code and what services should be logged using the 'Note-non billable' feature. Questions outside of those listed below should be directed by the provider to their district Administration (Special Education Director, Special Education Supervisor, Medicaid Coordinator or other individual deemed responsible to answer these questions). Remember, the service itself (outside of the provision of being provided remotely) should be part of the student's IEP or 504-plan.

Q: If I send electronic packets or an electronic survey to a student to complete, is that considered Telehealth? If a student has been assigned a packet or other assignments to work on in a google classroom by a provider, are these considered Telehealth services?

> A: No; this is not face-to-face, direct services provided to a student. This may be logged as a 'Note-non billable' item.

Q: If I call a student and provide services over the phone, is that considered Telehealth?

> A: No; the service must be provided to the STUDENT face-to-face using a HIPAA compliant method. This may be logged as a 'Note-non billable' item.

Q: If I call a student for a 'check in', is that considered Telehealth?

> A: No; check in with a student is not allowed. This may be logged as a 'Note-non billable' item.

Q: If I call a parent for a 'check in', is that considered Telehealth?

> A: No; check in with a parent is not allowed. This may be logged as a 'Note-non billable' item.

Q: Is google meets, zoom meetings, facetime or other mode of face-to-face communication considered Telehealth?

> A: The district must determine what types / what formats of communication may be used for Telehealth as outlined in the SBCH Provider Bulletin.

Q: Are Group OT, Group PT, and Group Speech allowed under Telehealth?

> A: No; DSS has not authorized these three service types as part of the TEMPORARY change to the SBCH Medicaid program.

Q: I still want to document a service that is not covered under the temporary Telehealth service provision. How do I do that?

> A: For any service that does not fall within the procedure codes allowed by SBCH, please use the 'Note-non billable' feature in the service portal.

Q: Do I still have to complete a monthly progress note during this period of school closure while I am providing Telehealth services?

> A: Absolutely! All district staff that are providing services as prescribed in the IEP / 504 plan with frequency and duration MUST complete a monthly progress note per the requirements of the program.

Q: If I am a participant in the RMTS and receive RMTS moments, do I have to answer them?

> A: Yes, please answer your moments until further direction is provided by DSS regarding moment completion. RMTS participation is limited only to district-employed staff.

Q: If I have evaluation reports or services that were provided BEFORE the onset of COVID-19 and the closure of schools, should I use the Telehealth codes for these services because I am logging them while school is out?

> A: No; the telehealth codes (those codes with Tele in front of their description) should only be used for Telehealth services provided beginning March 16th and until the Department (DSS) notifies us that they are no longer valid codes to use. For services provided prior to school closure, providers should use the standard codes (those without Tele in the description).

Q: Should I continue to log only for those students who appear in a bold font in the CompuClaim portal?

> A: Yes; if this is the process the district you work for uses, please only log for those students appearing in a bold font. You may log for others if you choose simply to document service provision during the school closure period. If your district requires you to log for all students on your caseload, please continue to follow that directive. Please consult with your district's Administration regarding their policy on provider logging in our portal.

Q: Can you tell me what software provides for a HIPAA compliant method for delivering SBCH Medicaid services by Teletherapy?

> A: District providers should consult with their District Administration about what software (Zoom, Facetime, Google Chat, Google Classrooms, etc.) are deemed HIPAA compliant. If District Administration are in need of platforms available for telehealth services, please contact an Account Manager for further information.

Q: Will CompuClaim distribute this information to our district providers? Will CompuClaim distribute this information to contracted providers such as CREC, ACES, Learn, and EASTCONN?

> A: We ask that district Medicaid Coordinators and/or Special Education Directors or Supervisors distribute this information (Notice, Q&A, and Tip Sheet) to their internal providers. This will facilitate providers to contact district Administration for any further questions for internal determination.

> CompuClaim will deliver this information to all active contractor accounts within our portal via email communication.