



**CABINET FOR HEALTH AND FAMILY SERVICES
DEPARTMENT FOR MEDICAID SERVICES**

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**Eric C. Friedlander
Acting Secretary**

**Lisa D. Lee
Commissioner**

March 17, 2020

**TO: All Behavioral Health Providers
Provider Letter # A-106**

RE: COVID-19 Guidance - Telehealth

Dear Medicaid Providers:

The Department for Medicaid Services (DMS) continues to monitor COVID-19 and is implementing policies to reduce barriers to care for our members, limit the administrative burden for providers, and reduce the number of infected individuals within our communities.

As we all work together to fight the spread of COVID-19, the Department for Medicaid Services (DMS) understands that providers must develop protocols to maintain services and supports for individuals with Serious Behavioral Health Disorders and Substance Use Disorders, while keeping both employees and recipients safe.

The Department has received several inquiries regarding the delivery of behavioral health services via telehealth. Behavioral Health coverage provisions and reimbursement are outlined in 907 KAR 15:010 and 907 KAR 015. Telehealth coverage and reimbursement requirements are outlined in 907 KAR 3:170.

DMS wants to ensure individuals continue to receive behavioral health related services while reducing the need for in person meetings. Therefore, licensed behavioral health providers can deliver services via telehealth, with the exception of residential substance use disorder treatment services and residential crisis services. All providers delivering care via telehealth must comply with all telehealth regulations, including synchronous, two-way video on a HIPPA secure link.

In order to reduce in-person trips to medical facilities, DMS will add the following codes on a temporary basis for brief communications with established patients:

- G2012 to be utilized for telephone calls and other telecommunication devices between physician or other licensed behavioral health provider and patient; and
- G2010 to be utilized for remote evaluation, such as email, of recorded video or images submitted by a patient.

In addition, DMS will allow the following services to be conducted via telehealth or telephone on a temporary basis:

- Target Case Management (all types)
- Peer Support Services
- Community Support Services

It is important to reiterate that the health and welfare of recipients is the highest priority. Continuing to provide these services is critical, even if it must be done telephonically.

COVID-19 can be spread from infected individuals to others through close personal contact and through the air by coughing and sneezing. Providers should encourage their patients to practice good hand washing, avoid touching their faces as much as possible, and avoid unnecessary contact with individuals who are ill.

We have worked closely with our Managed Care Organizations (MCO) regarding the development of these policies and they, too, are implementing the same policies related to identification and treatment of COVID-19.

We will continue to coordinate with federal and local partners to respond to COVID-19 as information becomes available and will provide updates as necessary.

For up-to-date information regarding COVID-19, you may visit www.kycovid19.ky.gov or call the COVID-19 hotline number at 1-800-722-5725.

Thank you,



Lisa D. Lee, Commissioner
Department for Medicaid Services



Wendy Morris, Commissioner
Department for Behavioral Health, Developmental
and Intellectual Disabilities