



## Alaska Medicaid Policy Clarification Office Consultations via Telemedicine Applications

### Policy

Medically necessary office consultations (CPT 99241, 99242, 99243, 99244, 99245, and HCPCS D9310) provided via telemedicine may be covered only when used as a second opinion.

Office consultations provided via telemedicine may be reimbursed only if the consulting provider is of a different specialty than the requesting provider (e.g., a primary care medical provider requesting a consultation from an ENT; a pediatrician requesting a consultation from a cardiologist).

Office consultations performed by a provider of the same specialty within the same organization as the requesting provider are **not** covered.

### Documentation Requirements

In addition to meeting general documentation requirements for Alaska Medicaid providers (7 AAC 105.230), documentation for telemedicine consultations must include:

- statement that the service was provided using telemedicine
- the address location of the patient
- the address location of the provider
- the method of telemedicine used
- the names of all persons participating in the telemedicine service and their role in the encounter
- the inquiry from the requesting provider
- the consulting provider's report back to the requesting provider, including
  - an analysis of the patient's symptoms(s) or complaint(s)
  - diagnoses (probable and/or tenable)
  - recommended short and/or long-term management approaches
  - responses to all questions asked by the requesting provider to clarify diagnostic and treatment approaches
  - all other information relevant to the patient's health.

When a medical record is shared with a different specialty provider within the same organization but located at a distant site, the distant site provider may utilize the patient history on file with the organization. The distant provider must document the dates the patient record is retrieved and reviewed. The distant site provider's documentation of consultation services must comply with the requirements indicated above.