



Division of Health Care Services
Temporary Expansion of Medicaid Telehealth Coverage
Guidance for Coverage during COVID-19 Public Health Emergency

For as long as the U.S. Department of Health and Human Services Secretary’s public health emergency remains in effect, Alaska Medicaid is expanding Medicaid telehealth coverage.

Expanded Provider Types Authorized to Provide Telehealth

Coverage of telehealth has been expanded to the following provider types:

- Autism services providers
- Direct-Entry Midwife
- ESRD service providers
- Federally Qualified Health Centers and Rural Health Clinics
- Home health and hospice providers
- Vision providers

Expanded Coverage of Telehealth Services

Services covered via a telehealth mode have been expanded to include:

- Professional services performed in a hospital such as observation, inpatient, discharge, consultation, emergency room department, and critical care services
- Telephone and online digital services
- Nursing facility services
- Case management services
- Triage services
- Behavioral health services
- Ventilator management
- Radiation treatment management

For more information on covered telehealth services refer to the [Telehealth Services Temporary Fee Schedule](#), [DBH Expanded Telehealth Services](#), and [SDS Teleassessment webpage](#).

Member and Provider Location

The location of the member and provider for live interactive, telephone, and online digital modes of delivery are unrestricted to allow for multiple patient and provider settings such as home or facility.

Live Interactive Mode of Delivery

Applications such as Zoom, Skype, and Facetime are allowable.

Telephone and Online Digital Check-Ins

Telephone Services

A 5-30 minute evaluation and management service with an established patient via telephone. Not reimbursable if a related evaluation and management service was provided during the previous 7 days or if the service leads to or results in an evaluation and management service within 24 hours or soonest available appointment.

Use CPT codes 99441 – 99443

Superseded by 03/10/2021 Version

Online Digital Services

Online digital evaluation and management services with an established patient for up to 7 days accumulative time during this period. This is a patient initiated service through a digital format such as an EHR portal, email, or other live interactive mode such as Zoom, Skype, and Facetime which allows digital communication with the provider. Not reimbursable if a related evaluation and management service was provided during the previous 7 days or if the service leads to or results in an evaluation and management service within 24 hours or soonest available appointment.

Use CPT codes 99421 - 99423

Provider Inclusions

Advanced Practice Registered Nurse, Audiologist, Community Health Aide, Direct-Entry Midwife, Optometrist, Physician, Physician Assistant, Podiatrist

Federally Qualified Health Centers and Rural Health Clinics

Federally Qualified Health Centers and Rural Health Clinic may be reimbursed at their encounter rate for services provided by a rendering provider listed as an included provider in this section

Fee Schedule for New Evaluation and Management Procedure Codes

Rates for Telephone and Online Digital Check-Ins are available on the [Telehealth Services Temporary Fee Schedule](#).

Telephone and Online Digital Assessment and Management Services

Code	Definition
98966	Telephone Service 5-10 min
98967	Telephone Service 11-20 min
98968	Telephone Service 21-30 min
98970	Online Dig Service 5 – 10 min
98971	Online Dig Service 11 – 20 min
98972	Online Dig Service 21 – 30 min

Telephone Services

A 5-30 minute assessment and management service with an established patient via telephone. Covered for Behavioral Health Aides rendering services under the direction of a physician. Not reimbursable if a related assessment and management service was provided during the previous 7 days or if the service leads to or results in an assessment and management service within 24 hours or soonest available appointment.

Effective 8/1/2020: Federally Qualified Centers may be reimbursed for audio only mode of delivery for services performed by psychologists and LCSWs enrolled with Alaska Medicaid by billing the Telephone services CPT codes listed in this section. Audio only modes of delivery should only be done if all other modes of deliveries, including audio/video modalities, are not available to the member. Record documentation should clearly indicate the rationale for utilizing an audio only mode of delivery.

FQHC services covered through an audio only mode of delivery:

- Psychiatric diagnostic interview procedures
- Psychological testing and examination services
- Individual psychotherapy
- Health and behavior assessment and intervention services

Online Digital Services

Online digital assessment and management services with an established patient for up to 7 days accumulative time during this period. This is a patient initiated service through a digital format such as an EHR portal, email, or other live

interactive mode such as Zoom, Skype, and Facetime which allows digital communication with the provider. Covered for Behavioral Health Aides rendering services under the direction of a physician. Not reimbursable if a related evaluation and management service was provided during the previous 7 days or if the service leads to or results in an evaluation and management service within 24 hours or soonest available appointment.

Provider Inclusions

Providers enrolled as a Behavioral Health Aide working under the direction of a physician

Case Management Services

Case management services may be performed via telephone, online digital, or live interactive mode in lieu of a face to face visit.

Use applicable case management procedure codes for face to face case management services.

Provider Inclusions

Providers enrolled as Care Coordinators and Targeted Case Managers

More information on teleassessments for Care Coordinators can be found on the [SDS Teleassessment webpage](#).

Therapy Services

Physical, Occupational, and Speech Therapy services may be performed via live interactive modes of delivery.

Use the applicable therapy procedure codes for face to face therapy services along with a GT or 95 modifier.

Provider Inclusions

Provider enrolled as physical therapist, physical therapy assistant, occupational therapist, occupational therapy assistant, speech therapist, speech therapy assistant, and school-based service provider

Medicare Crossover

G2012 and G0071 is covered for dual eligible members, copay and deductible will be reimbursed to the provider

Behavioral Health Services

More information, as it becomes available, will be published by the [Division of Behavioral Health](#).

Vision Services

Effective for dates of service on and after 12/16/2020: Vision evaluation and management services may be performed via a live interactive mode of delivery. Only problem focused evaluation and management services are reimbursable via a telehealth mode; routine evaluations must be done in-person to be covered.

Use CPT codes 92002, 92004, 92012, and 92014.

Professional Licensing, Medication Management, and the Telehealth Business Registry

Additional Information regarding utilization of telehealth for medication management and the Telehealth Business Registry is available from the Division of Corporations, Business and Professional Licensing – [Telehealth & Licensing During COVID-19](#).

Other Telehealth Resources

Additional guidance telehealth guidance please visit the following:

- [Clarification – Medicaid Telemedicine Coverage](#): Provides overall telehealth coverage, limitations, and billing guidance.

Note: This document contains information on telehealth coverage and limitations pre and post the public health emergency and does not take into consideration of expansions currently in place.

- [Telehealth Coverage during COVID-19 Public Health Emergency FAQ](#): Provides answers to the most frequently asked telehealth questions.