

THIS CA UPDATE HAS BEEN SENT TO THE FOLLOWING:**COUNTIES:**

- Imperial
- Riverside/San Bernardino
- Los Angeles
- Orange
- Sacramento
- San Diego

LINES OF BUSINESS:

- Molina Medi-Cal Managed Care
- Molina Medicare Options Plus
- Molina Dual Options Cal MediConnect Plan (Medicare-Medicaid Plan)
- Molina Marketplace (Covered CA)

PROVIDER TYPES: **Medical Group/ IPA/MSO****Primary Care**

- IPA/MSO
- Directs

Specialists

- Directs
- IPA

 Hospitals**Ancillary**

- CBAS
- SNF/LTC
- DME
- Home Health
- Other

FOR QUESTIONS CALL**PROVIDER SERVICES:**

(888) 562-5442, Extension:

Los Angeles/Orange Counties

X123017

Riverside/San Bernardino Counties

X120613

Sacramento County

X125682

San Diego County

X121735

Imperial County

X125682

COVID-19 FREQUENTLY ASKED QUESTIONS (FAQ) TELEHEALTH SERVICES INCLUDING TELADOC SERVICES FOR MOLINA MEDI-CAL MEMBERS

This is an advisory notification to Molina Healthcare of California (MHC) network providers. Molina is furnishing these FAQs to address provider and IPA questions about providing telehealth services to Molina members to reduce potential exposure to COVID-19.

General Information:

Telehealth is a modality for the delivery of services. Providers who are qualified (qualified providers) to furnish services to members via telehealth include physicians and non-physician practitioners such as nurse practitioners, physician assistants and certified nurse midwives. Other practitioners, such as certified nurse anesthetists, clinical psychologists and others may also furnish services within their scope of practice and consistent with State telehealth laws and regulations as well as Medi-Cal and Medicare benefit, and coding and billing rules.

Please note that while some of the FAQs address currently existing guidelines and requirements for telehealth services, these FAQs also include emergency provisions such that these FAQs are only effective during the COVID-19 national health emergency. Molina will update providers and IPAs/MSOs, as and when appropriate.

Qualified providers must inform the member about the use of telehealth and obtain verbal or written consent from the member for the use of telehealth as an acceptable mode of delivering health care services. That consent must be documented. If a qualified provider maintains a general consent agreement that specifically mentions the use of telehealth as a modality for delivery of services, such consent will be sufficient documentation and should be kept in the member's file. Authorization processes remain the same when requesting services, regardless of whether services are being provided in-person or via telehealth.

Members have a right to access their own medical records involving their telehealth sessions with their qualified provider. Members may not be precluded from receiving in-person services after agreeing to receive telehealth services.

Frequently Asked Questions Regarding Telehealth:**1. As a qualified provider, can I provide telehealth services to Molina members to limit exposure and spread of COVID-19?**

Answer: Yes, qualified providers may do so if they deem that services are clinically appropriate to provide via telehealth and the member has consented to receive services via telehealth, you may provide services in accordance with DHCS and CMS guidelines. These guidelines generally allow qualified providers to use telehealth in place of face-to-face encounters and receive Medi-Cal or Medicare reimbursement for such services, subject to compliance with other requirements and exceptions as noted. Please see links below for additional guidance.

- DHCS guidelines: <https://www.dhcs.ca.gov/>
- CMS guidelines: <https://www.cms.gov/>

2. Can telehealth services be provided to members in their home?

Answer: Yes. Telehealth services are not limited to type of setting between

*If you are not contracted with Molina and wish to opt out of the Just the Fax, call (855) 322-4075, ext. 127413
Please leave provider name and fax number and you will be removed within 30 days.*

the qualified provider and a member when the qualified provider is furnishing covered services appropriately through a telehealth modality.

3. **Can telehealth services be provided using the regular telephone, FaceTime, or Skype?**

Answer: Yes, during the nationwide public health emergency, qualified providers can use any non-public facing remote communication product that is available to communicate with members to provide telehealth. Facebook Live, Twitch, TikTok, and similar video communication applications are public facing, and may **not** be used in the provision of telehealth by qualified providers. Approved telehealth modalities include telephonic communication, Apple FaceTime, Facebook Messenger video chat, Google Hangouts video, or Skype.

4. **What types of services can be provided via telehealth?**

Answer: The Department of Health Care Services does not specify the services that may be provided via telehealth. Qualified providers are allowed the flexibility to determine what services are clinically appropriate to provide via telehealth. Qualified providers must assess the appropriateness of the telehealth modality to the patient's level of acuity at the time of the service. DHCS guidance provides that certain types of services cannot be appropriately delivered via telehealth. These include services that would otherwise require the in-person presence of the patient for any reason, such as services performed in an operating room or while the patient is under anesthesia, where direct visualization or instrumentation of bodily structures is required, or procedures that involve sampling of tissue or insertion/removal of medical devices. All telehealth services must still meet Medi-Cal reimbursement requirements and the corresponding CPT or HCPCS code definition should permit the use of technology.

For Medi-Cal (April 24 – October 24, 2020 Teledoc Virtual Care During COVID-19): Molina Healthcare is pleased to partner with Teladoc to offer virtual care to Medi-Cal members for the next six months through October 24, 2020. Now it's simple to connect Molina Medi-Cal members to a board-certified doctor by phone, video or mobile app, from anywhere. Upon completion of the visit/consultation if your Molina Medi-Cal member opts to send the details to you as their PCP, Teladoc will fax the visit details to the PCP office. If you would like to refer a Molina member to Teladoc, (888) 665-4621 Mon-Fri, 7am – 7pm.

Teladoc services:

- Require no appointment.
- Are available at no cost to Molina Medi-Cal members

Teladoc services can address:

- Cold and flu symptoms
- Sore throat
- Allergies
- Respiratory infection
- Sinus problems
- Skin problems

Please reach your Provider Services Representative should you have any further questions regarding this topic.

County Provider Services Inbox emails:

San Diego County: MHCSanDiegoProviderServices@MolinaHealthCare.Com

LA/OC Counties: MHC_LAProviderServices@MolinaHealthCare.Com

Inland Empire County: MHCIProviderServices@MolinaHealthCare.Com

Imperial County: MHCImperialProviderServices@MolinaHealthCare.Com

Sacramento County: MHCSacramentoProviderServices@MolinaHealthCare.Com

QUESTIONS

If you have any questions regarding the notification, please contact your Molina Provider Services Representative at (888) 562-5442. Please refer to the extensions on page one.