



**Division of Medical Services**  
**Program Development & Quality Assurance**

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**TO:** Arkansas Medicaid Health Care Providers – Rehabilitative Services for Persons with Mental Illness

**DATE:** January 1, 2015

**SUBJECT:** Provider Manual Update Transmittal RSPMI-5-14

**REMOVE**

Section	Date
219.140	5-15-12
252.410	7-1-07

**INSERT**

Section	Date
219.140	1-1-15
252.410	1-1-15

**Explanation of Updates**

Section 219.140 is being updated with requirements for bordering state telemedicine provision.

Section 252.410 is being updated to specify mental health professionals who are performing a telemedicine service must be Arkansas licensed.

The paper version of this update transmittal includes revised pages that may be filed in your provider manual. See Section I for instructions on updating the paper version of the manual. For electronic versions, these changes have already been incorporated.

If you have questions regarding this transmittal, please contact the HP Enterprise Services Provider Assistance Center at 1-800-457-4454 (Toll-Free) within Arkansas or locally and Out-of-State at (501) 376-2211.

If you need this material in an alternative format, such as large print, please contact the Program Development and Quality Assurance Unit at (501) 320-6429.

Arkansas Medicaid provider manuals (including update transmittals), official notices, notices of rule making and remittance advice (RA) messages are available for downloading from the Arkansas Medicaid website: [www.medicaid.state.ar.us](http://www.medicaid.state.ar.us).

Thank you for your participation in the Arkansas Medicaid Program.

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Dawn Stehle  
Director

*TOC not required*

**219.140 Telemedicine (Interactive Electronic Transactions) RSPMI Services 1-1-15**

RSPMI telemedicine services are interactive electronic transactions performed “face-to-face” in real time, via two-way electronic video and audio data exchange.

Reimbursement for telemedicine services is only available when, at a minimum, the Arkansas Telehealth Network (ATN) recommended audio video standards for real-time, two-way interactive audiovisual transmissions are met. Those standards are:

- A. Minimum bandwidth of fractional T1 (728 kilobytes);
- B. Screen size of no less than 20 inch diagonal;
- C. Transmitted picture frame rate capable of 30 frames per second at 384Kbps and the transmitted picture frame rate is suitable for the intended application; and
- D. All applicable equipment is UL and FCC Class A approved.

Providers who provide telemedicine services for Medicaid-eligible beneficiaries **must be able to link or connect** to the Arkansas Telehealth Network to ensure HIPAA compliance. Sites providing reimbursable telemedicine services to Medicaid-eligible beneficiaries are required to demonstrate the ability to meet the ATN standards listed above. A site **must** be certified by ATN before telemedicine services can be conducted. ATN will conduct site visits at initial start-up to ensure that all standards are met and to certify each telemedicine site. ATN will view connectivity statistics in order to ensure that appropriate bandwidth is being utilized by sites and will conduct random site visits to ensure that providers continue to meet all recommended standards and guidelines.

The **Arkansas licensed** mental health professional may provide certain treatment services from a remote site to the Medicaid-eligible beneficiary who is located in a mental health clinic setting. There must be an employee of the clinic **immediately available to** the beneficiary **when the beneficiary is receiving services provided via telemedicine**. Refer to Section 252.140 for billing instructions.

**The performing provider of telemedicine services practicing within the scope of their licensure MUST:**

- 1. Possess a current license to practice in the state of Arkansas;
- 2. Be employed by a provider that is currently enrolled as an Arkansas Medicaid RSPMI provider that meets all Arkansas Medicaid participation requirements outlined in Section 202.000;
- 3. Be located in Arkansas or the six bordering states (Louisiana, Mississippi, Missouri, Oklahoma, Tennessee and Texas).

**Only a psychiatrist is allowed to perform services via telemedicine from the six bordering states. To provide services via telemedicine in the six bordering states, the psychiatrist must meet all of the above requirements in addition to the following:**

- 1. Provider shall have an Arkansas medical license in good standing
- 2. Provider shall be employed/be on contract with an Arkansas behavioral health provider organization
- 3. The psychiatrist, in conjunction with his/her hiring agency, shall annually develop a business plan outlining the scope of services for the psychiatrist which shall include:
  - a. Hours and location of work

- b. Availability during non-work hours
  - c. A crisis plan for cross-coverage and crisis situations must be developed that addresses the mental health needs of the beneficiary to address medical coverage.
  - d. The psychiatrist calling from the remote site must have available the phone numbers to the local authorities for the host site, IE: police, first responders in event of emergency.
- 4. There must be an employee of the clinic immediately available to the beneficiary when the beneficiary is receiving services provided via telemedicine.
  - 5. The beneficiary must receive an in-person, face to face, service at the mental health facility prior to the allowance of services via telemedicine.

DMS will grandfather psychiatrists residing within the continental US under existing telemedicine contracts with RSPMI providers if the provider has previously requested an exception to the certification requirement. These psychiatrists may practice under this clause for a maximum of one year beginning from the promulgated effective date of this rule and must meet the requirements above.

All providers participating in the provision of services via telemedicine must meet all applicable standards and rules enacted by the appropriate licensing authority. The above does not supersede any of the licensing board's authority.

The following services may be provided via telemedicine by an Arkansas licensed mental health professional to Medicaid-eligible beneficiaries under age 21 and Medicaid-eligible beneficiaries age 21 and over:

- A. Psychiatric Diagnostic Assessment – Initial
- B. Psychiatric Diagnostic Assessment – Continuing Care
- C. Pharmacologic Management by Physician

The following services may be provided via telemedicine by an Arkansas licensed mental health professional to Medicaid-eligible beneficiaries age 21 and over:

- A. Mental Health Evaluation/Diagnosis
- B. Interpretation of Diagnosis
- C. Individual Psychotherapy
- D. Marital/Family Psychotherapy – Beneficiary is not present
- E. Marital/Family Psychotherapy – Beneficiary is present
- F. Crisis Intervention
- G. Crisis Stabilization Intervention, Mental Health Professional
- H. Collateral Intervention, Mental Health Professional
- I. Intervention, Mental Health Professional

## 252.410 RSPMI Billing Instructions

1-1-15

RSPMI Medicaid providers who provide covered telemedicine services must comply with the definitions and coding requirements outlined below when billing Medicaid.

- 1. Telemedicine transactions involve interaction between an Arkansas licensed mental health professional and a beneficiary who are in different locations. The beneficiary must be in a mental health clinic setting.

**Telemedicine Site Definitions**

**Local Site:** The local site is the patient's location.

**Remote Site:** The remote site is the location of the **Arkansas licensed** mental health professional performing a telemedicine service for the beneficiary at the local site.

2. The place of service code is determined by the patient's location (the local site). The remote site is *never* the place of service.

**Telemedicine Place of Service Codes**

**Paper Claims Code = H, Electronic Claims Code = 99 RSPMI Clinic (Telemedicine)**