



March 20, 2020

Dear Valued Provider,

We appreciate your partnership over the past several days as we looked for ways to increase members' access to telehealth and to help you continue to provide quality behavioral health services to your patients during this unprecedented time.

To mitigate the spread of COVID-19, Beacon is committed to enabling members to remain in their homes to reduce exposure and transmission, and to preserve health system capacity for the duration of this public health emergency consistent with governmental mandates. For our Texas Medicaid business, Beacon Health Options will permit providers to deliver clinically appropriate, medically necessary covered services via telephone (audio only) or telehealth (live video conferencing). Moreover, Beacon strongly encourages providers to utilize this increased telehealth flexibility to maximize the number of services provided by telephone or telehealth.

The following changes are effective immediately, until further notice.

Attestation (New telehealth providers)

- No contract adjustments or signed attestation is required to provide services to Texas Medicaid members.

Acceptable Modalities

- The U.S. Department of Health and Human Services (HHS) Office for Civil Rights (OCR) Notification of Enforcement Discretion has stated that it will not be enforcing HIPAA compliance for telehealth remote communications during the COVID-19 nationwide public health emergency. Providers are reminded, however, that state confidentiality may still apply.
- Beacon is not imposing specific requirements for technologies used to deliver services via telehealth and will allow reimbursement for covered services delivered through telephone (with video capability) or telehealth so long as such services are medically necessary and clinically appropriate.
- Providers are encouraged to use appropriate HIPAA compliant telehealth platforms to communicate with individuals. When leveraging widely available communication apps, such as FaceTime or Skype, to the extent feasible, ensure the same rights to confidentiality and security as are provided in face-to-face services. Providers must inform members of any relevant privacy considerations.
- There are no site restrictions on where services are performed

Documentation of Services

- Clinical documentation for telehealth services is the same as face to face documentation for services.
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Reimbursement and Claims

- Providers may bill codes 99201-99205 and 99211-99215 for dates of service of March 20, 2020, through April 30, 2020, to receive Medicaid reimbursement for telephone (audio-only) medical services.
- Providers may bill to receive Medicaid reimbursement for the following behavioral health services delivered by telephone (audio only) from March 20, 2020, through April 30, 2020: Psychiatric Diagnostic Evaluation, Psychotherapy, Peer Specialist Services, Screening, Brief Intervention and Referral to Treatment (SBIRT), Substance Use Disorder Services, and Mental Health Rehabilitation services.
- To help ensure continuity of care during the COVID-19 (coronavirus) response, HHSC is authorizing providers to bill the following codes for telephone (audio-only) delivered behavioral health services from March 20, 2020, through April 30, 2020:
 - Psychiatric Diagnostic Evaluation: 90791, 90792
 - Psychotherapy: 90832, 90834, 90837, 90846, 90847, 90853
 - Peer Specialist Services: H0038
 - Screening, Brief Intervention, and Referral to Treatment (SBIRT): H0049, G2011, 99408
 - Substance Use Disorder Services: H0001, H0004, H0005
 - Mental Health Rehabilitation: H0034, H2011, H2012, H2014, H2017

The situation with COVID-19 is very dynamic and we will continue to monitor developments and review the proposed end date each week as we have new information.

Our focus remains on supporting our providers, customers and members during the COVID-19 pandemic. Because of the fluid nature of the situation we will continue to adjust our policies and procedures and provide updates to you as necessary.

Thank you for your ongoing dedication to supporting individuals as we navigate this situation.

Sincerely,

Provider Relations Contact
