

# Wisconsin

**Medicaid Program:** Forward Health

**Medicaid Program Administrator:** Wisconsin Dept. of Health Services

**Regional Telehealth Resource Center:**

Great Plains Telehealth Resource and Assistance Center  
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STATE LAW/REGULATIONS	MEDICAID PROGRAM
<b>Definition of telemedicine/telehealth</b>	
<p>"Telehealth" is a service provided from a remote location using a combination of interactive video, audio, and externally acquired images through a networking environment between an individual at an originating site and a provider at a remote location with the service being of sufficient audio and visual fidelity and clarity as to be functionally equivalent to face-to-face contact. "Telehealth" does not include telephone conversations or Internet-based communications between providers or between providers and individuals.</p> <p><i>Source: Wisconsin Statute 49.45 (29w).</i></p>	<p>"Telemedicine services (also known as "Telehealth") are services provided from a remote location using a combination of interactive video, audio, and externally acquired images through a networking environment between a member (i.e., the originating site) and a Medicaid-enrolled provider at a remote location (i.e., distant site). The services must be of sufficient audio and visual fidelity and clarity as to be functionally equivalent to a face-to-face contact. Telemedicine services do not include telephone conversations or Internet-based communication between providers or between providers and members.</p> <p><i>Source: WI Forward Health, Covered and non-covered services, Physician, (accessed Jan. 21, 2015).  <a href="https://www.forwardhealth.wi.gov/WIPortal/Online%20Handbooks/Display/tabid/152/Default.aspx?ia=1&amp;p=1&amp;sa=50&amp;s=2&amp;c=61&amp;nt=Telemedicine&amp;adv=Y">https://www.forwardhealth.wi.gov/WIPortal/Online%20Handbooks/Display/tabid/152/Default.aspx?ia=1&amp;p=1&amp;sa=50&amp;s=2&amp;c=61&amp;nt=Telemedicine&amp;adv=Y</a></i></p>
<b>Live Video Reimbursement</b>	
(see Medicaid column)	<p>Forward Health will reimburse for medical and mental/behavioral health services via live video.</p> <p>Eligible services:</p> <ul style="list-style-type: none"> <li>• Office or other outpatient services;</li> <li>• Office or other outpatient consults;</li> <li>• Initial inpatient consults;</li> <li>• Outpatient mental health services;</li> <li>• Health and behavior assessment/intervention;</li> <li>• End stage renal disease-related services;</li> <li>• Outpatient substance abuse services.</li> </ul> <p>Eligible providers:</p> <ul style="list-style-type: none"> <li>• Physicians and physician clinics;</li> </ul>

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	<ul style="list-style-type: none"> <li>• Rural Health Centers;</li> <li>• Federally Qualified Health Center;</li> <li>• Physician assistants;</li> <li>• Nurse practitioners;</li> <li>• Nurse midwives;</li> <li>• Psychiatrists;</li> <li>• Ph.D. psychologists.</li> </ul> <p>Reimbursement is subject to the same restrictions as in-person services.</p> <p>Only one eligible provider may be reimbursed per member per date of service (DOS), unless it is medically necessary for the participation of more than one provider.</p> <p>Separate services provided by separate specialists for the same patient at different times on the same date may be reimbursed separately.</p> <p>Providers may receive enhanced reimbursement for pediatric services, for members 18 years old and under, and for HPSA-eligible services.</p> <p>HPSA-enhanced reimbursement is allowed when the patient or the provider is located in a HPSA-designated area.</p> <p>Out-of-state providers, except border-status providers, must obtain prior authorization (PA) before delivering services to Wisconsin Medicaid members.</p> <p><i>Source: WI Forward Health, Covered and non-covered services, Physician, (accessed Jan. 21, 2015). &lt;<a href="https://www.forwardhealth.wi.gov/WIPortal/Online%20Handbooks/Display/tabid/152/Default.aspx?ia=1&amp;p=1&amp;sa=50&amp;s=2&amp;c=61&amp;nt=Telemedicine&amp;adv=Y">https://www.forwardhealth.wi.gov/WIPortal/Online%20Handbooks/Display/tabid/152/Default.aspx?ia=1&amp;p=1&amp;sa=50&amp;s=2&amp;c=61&amp;nt=Telemedicine&amp;adv=Y</a>&gt;</i></p> <p>For mental/behavioral health services, BadgerCare Plus, a plan under Forward Health, will reimburse mental health and substance abuse services the same way it reimburses for in-person.</p> <p>BadgerCare Plus reimburses only one of the sites, not both.</p> <p>BadgerCare Plus will not accept claims from individual professionals in private practice.</p> <p><i>Source: WI Forward Health, Wisconsin Medicaid Provider Manual, Adult Mental Health Day Treatment, Policy 510. (accessed Jan. 21, 2015)</i>  <i>Please note: The same information is repeated in other mental/behavioral health provider manuals. &lt;<a href="https://www.forwardhealth.wi.gov/WIPortal/Online%20Handbooks/Display/tabid/152/Default.aspx?ia=1&amp;p=1&amp;sa=1&amp;s=2&amp;c=61&amp;nt=Telemedicine">https://www.forwardhealth.wi.gov/WIPortal/Online%20Handbooks/Display/tabid/152/Default.aspx?ia=1&amp;p=1&amp;sa=1&amp;s=2&amp;c=61&amp;nt=Telemedicine</a>&gt;</i></p>

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	<p>Mental health services provided through telehealth are reimbursable by the Medical Assistance program if the provider of the service satisfies the following criteria:</p> <ul style="list-style-type: none"> <li>• The provider is a certified provider of mental health services under the Medical Assistance program and is an agency that is certified by a mental health program. (Please see bill text for specific program list).</li> <li>• The provider and the individual providing the service comply with all Medical assistance coverage policies and standards</li> <li>• The provider is certified for telehealth by the department.</li> <li>• The individual who is providing the service is licensed or registered and in good standing with the appropriate state board.</li> <li>• The provider is located in the United States. The provider is not required to be located in the state.</li> </ul> <p><i>Source: 2013 Assembly Bill 458. 2013 Wisconsin Act 130. Publication date: Feb. 7, 2014. Wisconsin Statute 94.45 (29w).</i></p>
<b>Store and Forward Reimbursement</b>	
No reference found.	<p>No reimbursement.</p> <p><i>Source: WI Forward Health, Covered and non-covered services, Physician, (accessed Jan. 21, 2015). &lt;<a href="https://www.forwardhealth.wi.gov/WIPortal/Online%20Handbooks/Display/tabid/152/Default.aspx?ia=1&amp;p=1&amp;sa=50&amp;s=2&amp;c=61&amp;nt=Telmedicine&amp;adv=Y">https://www.forwardhealth.wi.gov/WIPortal/Online%20Handbooks/Display/tabid/152/Default.aspx?ia=1&amp;p=1&amp;sa=50&amp;s=2&amp;c=61&amp;nt=Telmedicine&amp;adv=Y</a>&gt;</i></p>
<b>Remote Patient Monitoring Reimbursement</b>	
No reference found.	No reference found.
<b>Email/Phone/FAX</b>	
<p>"Telehealth" does not include telephone conversations or Internet-based communications between providers or between providers and individuals.</p> <p><i>Source: Wisconsin Statute 94.45 (29w).</i></p>	<p>No reimbursement for email or Internet-based communications.</p> <p>No reimbursement for telephone.</p> <p>No reference found for FAX.</p> <p><i>Source: WI Forward Health, Covered and non-covered services, Physician, (accessed Jan. 21, 2015). &lt;<a href="https://www.forwardhealth.wi.gov/WIPortal/Online%20Handbooks/Display/tabid/152/Default.aspx?ia=1&amp;p=1&amp;sa=50&amp;s=2&amp;c=61&amp;nt=Telmedicine&amp;adv=Y">https://www.forwardhealth.wi.gov/WIPortal/Online%20Handbooks/Display/tabid/152/Default.aspx?ia=1&amp;p=1&amp;sa=50&amp;s=2&amp;c=61&amp;nt=Telmedicine&amp;adv=Y</a>&gt;</i></p>
<b>Online Prescribing</b>	
No reference found.	No reference found.
<b>Consent</b>	
No reference found.	<p>Providers should develop their own methods of informed consent.</p> <p><i>Source: WI Forward Health, Covered and non-covered services, Physician, (accessed Jan. 21, 2015). &lt;<a href="https://www.forwardhealth.wi.gov/WIPortal/Online%20Handbooks/">https://www.forwardhealth.wi.gov/WIPortal/Online%20Handbooks/</a>&gt;</i></p>

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	<a href="#">Display/tabid/152/Default.aspx?ia=1&amp;p=1&amp;sa=50&amp;s=2&amp;c=61&amp;nt=Telmedicine&amp;adv=Y&gt;</a>
<b>Location</b>	
No reference found.	No reference found.
<b>Cross-State Licensing</b>	
No reference found.	No reference found.
<b>Private Payers</b>	
No reference found.	No reference found.
<b>Site/Transmission Fee</b>	
No reference found.	<p>Reimbursement for originating site facility fees.</p> <p>Eligible originating sites:</p> <ul style="list-style-type: none"> <li>• Physician offices;</li> <li>• Hospitals (inpatient or outpatient, excluding emergency rooms);</li> <li>• Any other appropriate place of service with necessary equipment and staffing.</li> </ul> <p>The originating site may not be an emergency room. An originating site facility fee is not an RHC/FQHC service, and may not be reported as an encounter on cost reports. Any reimbursement for the originating site facility fee must be reported as a deductive value.</p> <p>Outpatient hospitals will receive only a facility fee. Wisconsin Medicaid will not separately reimburse the rate-per-visit for that member, unless the patient receives other covered services on the same date.</p> <p><i>Source: WI Forward Health, Covered and non-covered services, Physician, (accessed Jan. 21, 2015).</i>  <a href="https://www.forwardhealth.wi.gov/WIPortal/Online%20Handbooks/Display/tabid/152/Default.aspx?ia=1&amp;p=1&amp;sa=50&amp;s=2&amp;c=61&amp;nt=Telmedicine&amp;adv=Y">https://www.forwardhealth.wi.gov/WIPortal/Online%20Handbooks/Display/tabid/152/Default.aspx?ia=1&amp;p=1&amp;sa=50&amp;s=2&amp;c=61&amp;nt=Telmedicine&amp;adv=Y</a></p>
<b>Miscellaneous</b>	

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	<p>Information in the physician section of the WI Forward Health Covered and non-covered services manual is repeated in the following manuals as well:</p> <ul style="list-style-type: none"> <li>• Adult Mental Health Day Treatment</li> <li>• Ambulatory surgery Centers</li> <li>• Child/Adolescent Day Treatment</li> <li>• Community support Program</li> <li>• Comprehensive Community Services</li> <li>• Crisis Intervention</li> <li>• End-Stage Renal Disease</li> <li>• Family Planning</li> <li>• Federally Qualified Health Centers</li> <li>• Hospital, Inpatient</li> <li>• Hospital, Outpatient</li> <li>• In-Home Mental Health/Substance Abuse Services</li> <li>• Narcotics Treatment</li> <li>• Nurse Midwife</li> <li>• Nursing Home</li> <li>• Outpatient Mental Health</li> <li>• Outpatient Mental Health and Substance Abuse Services</li> <li>• Outpatient Substance Abuse</li> <li>• Rural Health Clinic</li> <li>• Substance Abuse Day Treatment</li> </ul> <p><i>Source: WI Forward Health Online Manuals. (accessed Jan. 21, 2015). &lt;  <a href="https://www.forwardhealth.wi.gov/WIPortal/Online%20Handbooks/Display/tabid/152/Default.aspx">https://www.forwardhealth.wi.gov/WIPortal/Online%20Handbooks/Display/tabid/152/Default.aspx</a>&gt;</i></p>