

## New York

**Medicaid Program:** New York Medicaid

**Medicaid Program Administrator:** New York State Dept. of Health

**Regional Telehealth Resource Center**  
 Northeast Telehealth Resource Center  
 11 Parkwood Drive  
 Augusta, ME 04330  
 (800) 379-2021  
[www.netrc.org](http://www.netrc.org)

STATE LAW/REGULATIONS	MEDICAID PROGRAM
<b>Definition of telemedicine/telehealth</b>	
<p><b><u>Related to Credentialing and Privileging health care practitioners providing telemedicine</u></b>            “Telemedicine means the delivery of clinical health care services by means of real time two-way electronic audio-visual communications which facilitate the assessment, diagnosis, consultation, treatment, education, care management and self-management of a patient’s health care, while such patient is at the originating site and the health care provider is at a distant site.”</p> <p><i>Source: NY Consolidated Law Service Public Health Sec. 2805-u.</i></p> <p>The term “telehealth” means the use of electronic information and communication technologies by telehealth providers to deliver health care services, which shall include the assessment, diagnosis, consultation, treatment, education, care management and/or self-management of a patient. Telehealth shall not include delivery of health care services by means of audio-only telephone communication, facsimile machines, or electronic messaging alone, though use of these technologies is not precluded if used in conjunction with telemedicine, store and forward technology or remote patient monitoring.</p> <p><i>Source: NY Public Health Law Article 29 – G Section 2999-cc</i></p> <p>Telemedicine means the use of synchronous, two-way electronic audio visual communications to deliver clinical health care services, which shall include the assessment, diagnosis, and treatment of a patient, while such a patient is at the originating site and a telehealth provider is at a distant site.</p> <p><i>Source: NY Public Health Law Article 29 – G Section 2999-cc</i></p>	<p>“Telemedicine is the use of interactive audio and video telecommunications technology to support “real time” interactive patient care and consultations between healthcare practitioners and patients at a distance. The distant site or “hub” is where the medical specialist providing the consultation or service is located. The originating site or “spoke” is where the referring health professional and patient are located.”</p> <p><i>Source: NY Dept. of Health, Medicaid Update, Vol. 31, Number 3, March 2015, p. 18. (Accessed Mar. 2017).</i></p> <p>For the home telehealth program, term “telehealth” means the use of electronic information and communication technologies by telehealth providers to deliver health care services, which shall include the assessment, diagnosis, consultation, treatment, education, care management and/or self-management of a patient. Telehealth shall not include delivery of health care services by means of audio-only telephone communication, facsimile machines, or electronic messaging alone, though use of these technologies is not precluded if used in conjunction with telemedicine, store and forward technology or remote patient monitoring.</p> <p><i>Source: NY Public Health Law Article 29 – G Section 2999-cc.</i></p>
<b>Live Video Reimbursement</b>	
<p>A health plan shall not exclude from coverage services that are provided via telehealth if they would otherwise</p>	<p>Reimbursement policy applies to fee-for-service. Managed care plans may cover telemedicine at their</p>

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<p>be covered under a policy. Telehealth means the use of electronic information and communications technologies by a health care provider to deliver health services to an insured individual while such individual is located at a site that is different from the site where the health care provider is located.</p> <p><i>Source: NY Insurance Law Article 32 Section 3217-h &amp; Article 43 Section 4306-g.</i></p>	<p>own option and establish their own payment guidelines and structure.</p> <p>New York Medicaid will reimburse for live video services for medically necessary services provided to patients in:</p> <ul style="list-style-type: none"> <li>• Hospitals (emergency room, outpatient department, Inpatient) established under Article 28 of the New York Public Health Law;</li> <li>• Diagnostic and Treatment Centers (D&amp;TCs) established under Article 28 of the New York Public Health Law;</li> <li>• FQHCs that have "opted into" NY Medicaid Ambulatory Patient Groups (APG);</li> <li>• Non-FQHC School Based Health Centers (SBHCs)</li> <li>• Practitioner offices;</li> <li>• Article 28 facilities providing dental services;</li> </ul> <p>Providers who may deliver telemedicine services include:</p> <ul style="list-style-type: none"> <li>• Physician specialists, including psychiatrists;</li> <li>• Certified Diabetes Educators (CDEs);</li> <li>• Certified Asthma Educators (CAEs or A-ECs)</li> <li>• Clinical Psychologists;</li> <li>• Dentists;</li> <li>• Psychiatric Nurse Practitioners;</li> <li>• Genetic Counselors;</li> <li>• Licensed Clinical Social Workers (LCSW) and Licensed Master Social Workers (LMSW) only when employed by an Article 28 clinic. LCSWs and LMSW can only provide services to Medicaid enrollees under age 21 and pregnant women up to 60 days post-partum.</li> </ul> <p><i>Source: NY Dept. of Health, Medicaid Update, Vol. 31, Number 3, March 2015, p. 18-19. (Accessed. Mar. 2017).</i></p> <p>Medicaid will cover genetic counseling services via telemedicine.</p> <p><i>Source: NY Dept. of Health, Medicaid Update, Vol. 31, Number 8, July 2015, p. 15. (Accessed. Mar. 2017).</i></p> <p>Telepsychiatric services must meet certain conditions to be eligible for Medicaid reimbursement.</p> <p><i>Source: NY Regulations Title 14 NYCRR Section 599.17.</i></p> <p>For the Home Telehealth program, a telehealth provider is:</p> <ul style="list-style-type: none"> <li>• Licensed physician</li> <li>• Licensed physician assistant</li> <li>• Licensed dentist</li> <li>• Licensed nurse practitioner</li> </ul>

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	<ul style="list-style-type: none"> <li>• Licensed registered professional nurse</li> <li>• Licensed podiatrist</li> <li>• Licensed optometrist</li> <li>• Licensed psychologist</li> <li>• Licensed social worker</li> <li>• Licensed speech language pathologist or audiologist</li> <li>• Licensed midwife</li> <li>• Certified diabetes educator</li> <li>• Certified asthma educator</li> <li>• Certified genetic counselor</li> <li>• Hospital</li> <li>• Home care services agency</li> <li>• Hospice</li> <li>• Or any other provider as determined by the Commissioner.</li> </ul> <p><i>Source: NY Public Health Law Article 29 – G Section 2999-cc.</i></p> <p><b><u>Mental Health</u></b></p> <p>Telepsychiatry services may be authorized by the office for assessment and treatment services provided by physicians or nurse practitioners, where the patient is physically located at an originating/spoke site licensed by the Office of Mental Health, and the physician or nurse practitioner is physically located at a distant/hub site that participates in the New York State Medicaid program.</p> <p>A provider of service must obtain prior written authorization. See regulation for requirements.</p> <p>A notation must be made in the clinical record that indicates that the service was provided via telepsychiatry and which specifies the time the service was started and the time it ended.</p> <p>A provider of services approved to utilize telepsychiatry services must have written protocols and procedures that address informed consent, confidentiality, security of electronic transmission, psychiatric emergencies, prescribing medications via telepsychiatry, procedures for first evaluations for involuntary commitments, patient rights, quality of care, and a contingency plan. See regulation for further details.</p> <p>Notice of contracts or agreements between originating/spoke sites shall be provided by the distant/hub provider of services within 30 days after execution of such contract to the Field Office serving the area where such provider of services is located.</p> <p>Telepsychiatry shall not be utilized in Personalized Recovery Oriented Services program or Assertive Community Treatment programs.</p>

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	<i>Source: NY Code of Rules and Regs. Title 14, Sec. 596.</i>
<b>Store and Forward Reimbursement</b>	
<p>Private payers may, but are not mandated to, reimburse for store-and forward delivered services.</p> <p><i>Source: NY Insurance Law Article 32 Section 3217-h &amp; NY Insurance Law Article 43 Section 4306-g.</i></p>	<p>Store and forward is not reimbursed.</p> <p><i>Source: NY Dept. of Health, Medicaid Update, Vol. 31, Number 3, March 2015, p. 19. (Accessed Mar. 2017).</i></p> <p>For the home telehealth program, store and forward services may be reimbursed.</p> <p><i>Source: NY Public Health Law Article 29 – G Section 2999-dd</i></p> <p>The patient must be present for telepsychiatry services. Telepsychiatry is also defined as “live” and “real time”.</p> <p><i>Source: NY Code of Rules and Regs. Title 14, Sec. 596.</i></p>
<b>Remote Patient Monitoring Reimbursement</b>	
<p>Private payers may, but are not mandated to, reimburse for remote patient monitoring services.</p> <p><i>Source: NY Insurance Law Article 32 Section 3217-h &amp; NY Insurance Law Article 43 Section 4306-g.</i></p> <p>Demonstration rates of payment or fees shall be established for telehealth services provided by a certified home health agency, a long term home health care program or AIDS home care program, or for telehealth services by a licensed home care services agency under contract with such an agency or program, in order to ensure the availability of technology-based patient monitoring, communication and health management. Reimbursement is provided only in connection with Federal Food and Drug Administration-approved and interoperable devices that are incorporated as part of the patient’s plan of care.</p> <p><i>Source: NY Consolidated Law Service Public Health Sec. 3614.</i></p>	<p>For the home telehealth program, store and forward services may be reimbursed.</p> <p><i>Source: NY Public Health Law Article 29 – G Section 2999-dd. (Accessed ).</i></p>
<b>Email/Phone/FAX</b>	
<p>Per the definition of telehealth, health care services by means of audio-only telephone communication, facsimile machines, or electronic messaging alone are not included in the definition of telehealth. The use of these technologies is not precluded if used in conjunction with telemedicine, store and forward technology or remote patient monitoring.</p> <p><i>Source: NY Public Health Law Article 29 – G Section 2999-cc</i></p>	<p>No payment for telephone.</p> <p><i>Source: NY Medicaid Program. Physician Policy Guidelines. Version 2015-4. Oct. 15, 2015. P. 19. (Accessed. Mar. 2017Mar. 2017).</i></p> <p>Telepsychiatry services does not include telephone, video cell phone, or e-mail.</p> <p><i>Source: NY Code of Rules and Regs. Title 14, Sec. 596.</i></p>
<b>Online Prescribing</b>	
No reference found.	No reference found.

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<b>Consent</b>	
No reference found.	<p><b>Mental Health</b> Part of obtaining approval for telepsychiatry services is obtaining informed consent.</p> <p><i>Source: NY Code of Rules and Regs. Title 14, Sec. 596.</i></p>
<b>Location</b>	
<p>Originating sites are limited to:</p> <ul style="list-style-type: none"> <li>• Licensed health facilities in Articles 28 (hospitals) and 40 (hospice);</li> <li>• A facility as defined in Section 1.03, subdivision six of the Mental Hygiene Law which includes and place in which services for the mentally disabled are provided and includes but is not limited to a psychiatric center, development center, institute, clinic, ward, institution or building;</li> <li>• Private physician's or dentist's offices located in New York;</li> <li>• When a patient is receiving health care services by means of remote patient monitoring, the patient's place of residence located within the state of New York or other temporary location located within or outside the state of New York.</li> </ul> <p><i>Source: NY Public Health Law Article 29 – G Section 2999-cc</i></p>	No reference found.
<b>Cross-State Licensing</b>	
No reference found.	No reference found.
<b>Private Payers</b>	
<p>A health plan shall not exclude from coverage services that are provided via telehealth if they would otherwise be covered under a policy. Telehealth means the use of electronic information and communications technologies by a health care provider to deliver health services to an insured individual while such individual is located at a site that is different from the site where the health care provider is located.</p> <p><i>Source: NY Insurance Law Article 32 Section 3217-h &amp; NY Insurance Law Article 43 Section 4306-g.</i></p>	No reference found.
<b>Site/Transmission Fee</b>	
No reference found.	<p>Transmission fee may be billed under certain circumstances.</p> <p><i>Source: NY Dept. of Health, Medicaid Update, Vol. 31, Number 3, March 2015, p. 21. (Accessed. Mar. 2017).</i></p> <p>The originating site can bill for administrative expenses only when a telepsychiatric connection is being provided and a physician or NP is not present at the originating site with the patient at the time of the encounter.</p>

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	<i>Source: NY Code of Rules and Regs. Title 14, Sec. 596.</i>
<b>Miscellaneous</b>	
	<p>New York hospitals acting as originating (spoke) sites must ensure that all physicians at distant (hub) sites are appropriately credentialed and privileged.</p> <p><i>Source: NY Dept. of Health, Medicaid Update, Vol. 31, Number 3, March 2015, p. 19. (Accessed Mar. 2017).</i></p>

Comments:Telemedicine/telehealth reimbursement in managed care is optional.

A review of Web resources of 18 MMC Plans reveals policy statements of telemedicine coverage for at least the following insurance providers:

- Amerigroup New York
- BlueCross Blue Shield of Western New York
- MVP Health Plan
- United Healthcare
- Universal Community Health
- WellCare of New York

*Source: Northeast Telehealth Resource Center.*