

Hawaii

Medicaid Program: Hawaii Quest

Program Administrator: Hawaii Dept. of Human Services

Regional Telehealth Resource Center:
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STATE LAW/REGULATIONS	MEDICAID PROGRAM
Definition of telemedicine/telehealth	
<p>"Telehealth" means the use of telecommunications services, as defined in section 269, to encompass four modalities: store and forward technologies, remote monitoring, live consultation, and mobile health; and which shall include but not be limited to real-time video conferencing-based communication, secure interactive and non-interactive web-based communication, and secure asynchronous information exchange, to transmit patient medical information, including diagnostic-quality digital images and laboratory results for medical interpretation and diagnosis, for the purpose of delivering enhanced health care services and information while a patient is at an originating site and the health care provider is at a distant site. Standard telephone contacts, facsimile transmissions, or e-mail text, in combination or by itself, does not constitute a telehealth service for the purposes of this section."</p> <p><i>Source: HI Revised Statutes Ch. 346, § 671, 457-2, 453-1.3, § 431:10A-116.3, 466J-6 & 453-2 (SB 2395).</i></p> <p>Telehealth means health care services provided through telecommunications technology by a health care professional who is at a location other than where the covered person is located.</p> <p><i>Source: HI Revised Statutes Ch. 431.</i></p>	<p>No reference found.</p>
Live Video Reimbursement	
<p>Hawaii Medicaid and private payers are required to cover telehealth services (which includes live video) equivalent to reimbursement for the same services provided in-person.</p> <p><i>Source: HI Revised Statutes § 346 & 431:10A-116.3 (SB 2395 - 2016).</i></p> <p><i>(See Medicaid column & "Private Payers" Section)</i></p>	<p>Hawaii Quest will reimburse for live video, as long as it "includes audio and video equipment, permitting real-time consultation among the patient, consulting practitioner and referring practitioner."</p> <p><i>Source: Code of HI Rules 17-1737.</i></p> <p>GT, GQ or 95 modifier must be use. See Attachment A for full list of CPT codes that are "prime candidates" for telehealth services.</p>

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	<p><i>Source: HI Department of Human Services. Med-QUEST Division. Memo, May 2, 2017. (Accessed Oct. 2017).</i></p>
Store and Forward Reimbursement	
<p>Hawaii Medicaid and private payers are required to cover appropriate telehealth services (which includes store and forward) equivalent to reimbursement for the same services provided in-person.</p> <p><i>Source: HI Revised Statutes § 346 & 431:10A-116.3 (SB 2395 - 2016).</i></p> <p><i>(also see Medicaid column)</i></p>	<p>Hawaii Quest requires the patient to be “present and participating in the telehealth visit” therefore excluding store and forward from reimbursement.</p> <p><i>Source: Code of HI Rules 17-1737.</i></p> <p>Telemedicine-based retinal imaging and interpretation is not a covered service for PPS reimbursement.</p> <p><i>Source: Med-QUEST Provider Manual. Ch. 21: Federally Qualified Health Centers. Mar. 2016. (Accessed Aug. 2016).</i></p>
Remote Patient Monitoring Reimbursement	
<p>Hawaii Medicaid and private payers are required to cover appropriate telehealth services (which includes remote patient monitoring) equivalent to reimbursement for the same services provided in-person.</p> <p><i>Source: HI Revised Statutes § 346 & 431:10A-116.3 (SB 2395 - 2016).</i></p>	<p>No reference found.</p>
Email/Phone/FAX	
<p>No reimbursement for email. No reimbursement for telephone. No reimbursement for FAX.</p> <p><i>Source: HI Revised Statutes § 431:10A-116.3.</i></p> <p><i>(also see Medicaid column)</i></p>	<p>No reimbursement for email. No reimbursement for telephone. No reimbursement for FAX.</p> <p><i>Source: Code of HI Rules 17-1737 (2012).</i></p> <p><u>Behavioral Health Services</u> Telephone services may not be billed to Medicaid as an office visit.</p> <p><i>Source: Medicaid Provider Manual. Ch. 15 Behavioral Health Services. Oct. 18, 2002. (Accessed Mar. 2016).</i></p>
Online Prescribing	
<p>Prescribing providers must have a provider-patient relationship prior to e-prescribing. This includes:</p> <ul style="list-style-type: none"> • A face-to-face history and physical exam; • A diagnosis and therapeutic plan; • Discussion of diagnosis or treatment with the patient; • Availability of appropriate follow-up care. <p><i>Source: HI Revised Statutes § 329-1 (2012).</i></p> <p>Treatment recommendations made via telemedicine are appropriate for traditional physician-patient settings that do not include a face-to-face visit, but in which prescribing is appropriate, including on-call telephone encounters and encounters for which a follow-up visit is</p>	<p>No reference found.</p>

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<p>arranged.</p> <p>Issuing a prescription based solely on an online questionnaire is prohibited.</p> <p>A physician-patient relationship may be established via telehealth if the patient is referred to the telehealth provider by another health care provider who has conducted an in-person consultation and has provided all pertinent patient information to the telehealth provider.</p> <p><i>Source: HI Revised Statutes § 453-1.3.</i></p>	
Consent	
No reference found.	No reference found.
Location	
<p>(see Medicaid column)</p>	<p>Eligible originating sites:</p> <ul style="list-style-type: none"> • The office of a physician or practitioner; • Hospitals; • Critical Access Hospitals; • Rural Health Clinics; • Federally Qualified Health Centers; • Federal telehealth demonstration project sites. <p>In addition, originating sites must be located in one of the following:</p> <ul style="list-style-type: none"> • A federally designated Rural Health Professional Shortage Area; • A county outside of a Metropolitan Statistical Area; • An entity that participates in a federal telemedicine demonstration project. <p><i>Source: Code of HI Rules 17-1737. – Law passed & state plan amendment accepted prohibiting this limitation, however still the prohibiting language is still present in regulation.</i></p> <p>Approved state plan amendment authorizes HI Medicaid to remove geographic and originating site requirements.</p> <p><i>Source: HI State Plan Amendment 16-0004 & Med-QUEST Memo 17-01A.</i></p>
Cross-State Licensing	
<p>Out-of-state radiologists may provide services in Hawaii.</p> <p><i>Source: HI Revised Statutes § 453-2(b) (6).</i></p> <p>Commissioned medical officers or psychologists employed by the US Department of Defense and credentialed by Tripler Army Medical Center are exempt from licensing requirements when providing services to</p>	No reference found.

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neighbor island beneficiaries within a Hawaii national guard armory. <i>Source: HI Revised Statutes Sec. 453-2(3).</i>	
Private Payers	
Hawaii requires coverage of telehealth services equivalent to reimbursement for the same services provided via-face-to-face contact. <i>Source: HI Revised Statutes § 431:10A-116.3.</i>	No reference found.
Site/Transmission Fee	
No reference found.	No reference found.
Miscellaneous	
Professional liability insurance for health care providers must provide malpractice coverage for telehealth equivalent to coverage for the same services provided via face-to-face contact. <i>Source: HI Revised Statutes §671 (SB 2395 - 2016).</i>	Act 226 includes both telemedicine and teledentistry services, and does not add any new services to those presently available to Medicaid recipients. The SPA was approved March 15, 2017. Providers are to use the 95, GT or GQ modifier with all CPT or HCPCS codes. <i>Source: Medicaid.gov. Hawaii, SPA 16-0004. Approval Letter.</i>

Comments: In July 2011, Hawaii began implementing a mobile medical van telehealth pilot project, staffed by primary care providers, for consults with other health care providers.

HI Revised Statutes, Div. 1, Title 20, Ch. 346 Note (2012).

Hawaii and Alaska are the only two states with Medicare coverage of store and forward services.