

Utah

Medicaid Program: Utah Medicaid

Program Administrator: Utah Department of Health

Regional Telehealth Resource Center: Northwest Regional Telehealth Resource Center www.nrtrc.org

Southwest Telehealth Resource Center www.southwesttrc.org

Utah Policy At-a-Glance

MEDICAID REIMBURSEMENT			PRIVATE PAYER LAW		PROFESSIONAL REQUIREMENTS	
LIVE VIDEO	STORE-AND-FORWARD	REMOTE PATIENT MONITORING	LAW EXISTS	PAYMENT PARITY	LICENSING COMPACT	CONSENT REQUIREMENT
✓	✗	✓	✓	✗	IMLC, NLC, PTC, PSYPACT	✗

Utah Detailed Policy

Medicaid Telehealth Reimbursement	Summary	<p>Utah Medicaid reimburses for live video. Store-and-forward is not reimbursable as telehealth is required to be a “two-way, real time interactive connection.”</p> <p>Source: <i>Utah Medicaid Provider Manual: Section I: General Information, P. 49 (Jul. 2019). (Accessed Feb. 2020).</i></p> <p>Home telemetry for outpatient long-term cardiac monitoring is allowable with prior authorization under certain conditions.</p> <p>Source: <i>Utah Medicaid Provider Manual: Physician Manual, p. 24 (Oct. 2019). (Accessed Feb. 2020).</i></p>
	Definitions	<p>Telemedicine “is two-way, real-time interactive communication between the member and the physician or authorized provider at the distant site. This electronic communication uses interactive telecommunications equipment that includes, at a minimum, audio and video equipment.”</p> <p>Source: <i>Utah Medicaid Provider Manual: Section I: General Information, p. 49 (Jul. 2019). (Accessed Sept. 2019). & R414-42-2.</i></p>
	Live Video	Policy



The Department pays the lesser of the amount billed or the rate on the fee schedule. A provider shall not charge the Department a fee that exceeds the provider's usual and customary charges for the provider's private pay patients.

Source: UT Admin. Code R414-42-3, R414-42-4, & R414-42-5 (Accessed Feb. 2020).

Eligible services include but are not limited to:

- Consultation services
- Evaluation and management services
- Mental health services
- Substance use disorder services
- Telepsychiatric consultations

See manual for high level list of services that can be delivered via telemedicine.

Rural health clinic and federally qualified health clinic services may be delivered via telemedicine.

Source: Utah Medicaid Provider Manual: Section I: General Information, p. 49-50 (Jul. 2019) & Utah Medicaid Provider Manual: Rural Health Clinics and Federally Qualified Health Centers Services. p.3 (Jan. 2019). (Accessed Feb. 2020).

The Medicaid program is required to reimburse for telemedicine services at the same rate the Medicaid program reimburses for other health care services (includes managed care plans). The Medicaid program is required to reimburse for telepsychiatric consultations at a rate set by the Medicaid program.

Source: UT Code 26-18-13.5.(3) (Accessed Feb. 2020).

Telepsychiatric consultations between a physician and a board-certified psychiatrist are a covered service. See Medicaid Information Bulletin for specific CPT codes to bill.

Source: Medicaid Information Bulletin. Jul. 2018. Sec. 18-67. (Accessed Feb. 2020).

Rehabilitative Mental Health and Substance Use Disorder

Services may be provided via telemedicine when clinically appropriate.

The scope of rehabilitative behavioral health services includes the following:

- Psychiatric Diagnostic Evaluation
- Mental Health Assessment by a Non-Mental Health Therapist
- Psychological Testing
- Psychotherapy with Patient and/or Family Member
- Family psychotherapy with Patient Present and Family Psychotherapy without Patient Present
- Group Psychotherapy and Multiple Family Group Psychotherapy
- Psychotherapy for Crisis
- Psychotherapy with Evaluation and Management (E/M) Services
- Evaluation and Management (E/M) Services (Pharmacologic Management)
- Therapeutic Behavioral Services
- Psychosocial Rehabilitative Services
- Peer Support Services
- SUD Services in Licensed SUD Residential Treatment Programs
- Assertive Community Treatment (ACT)
- Mobile Crisis Outreach Teams (MCOT)

Source: Utah Medicaid Provider Manual: Rehabilitative Mental Health and Substance Use Disorder Services. P. 9-10 (Jan. 2020) (Accessed Feb. 2020).



Medicaid Telehealth Reimbursement

Live Video	Eligible Providers	<p>Rural health clinic and federally qualified health clinic services may be delivered via telemedicine.</p> <p>Source: <i>Utah Medicaid Provider Manual: Section I: General Information, p. 50 (Jul. 2019). (Accessed Feb. 2020).</i></p>
	Eligible Sites	No reference found.
	Geographic Limits	<p>Home and Community Based Services Autism Waiver</p> <p>For those clients living outside of the Wasatch Front, the BCBA may use tele-health for the supervision time. In-person visits should be used for those clients living inside the Wasatch Front.</p> <p>Source: <i>Utah Medicaid Provider Manual: Home and Community Based Waiver Services Autism Waiver, p. 62, (Jan. 2016). (Accessed Feb. 2020).</i></p>
	Facility/Transmission Fee	<p>The provider at the originating site receives no additional reimbursement for the use of telemedicine.</p> <p>Source: <i>Utah Medicaid Provider Manual: Section I: General Information, p. 49 (Jul. 2019) & R414-42-4.(3). (Accessed Feb. 2020).</i></p>
Store-and-Forward	Policy	<p>Utah Medicaid defines telemedicine as “two-way, real time interactive communication” excluding store-and-forward from the definition.</p> <p>Source: <i>Utah Medicaid Provider Manual: Section I: General Information, p. 49 (Jul. 2019). (Accessed Feb. 2020).</i></p>
	Eligible Services/Specialties	No reference found.



Medicaid Telehealth Reimbursement

Store-and-Forward	Geographic Limits	No reference found.
	Transmission Fee	No reference found.
Remote Patient Monitoring	Policy	<p>Bulletin indicates The Skilled Nursing Pilot Project has been removed from manual.</p> <p>Source: <i>Medicaid Information Bulletin July 2019 (Accessed Feb. 2020).</i></p> <p>Home telemetry for outpatient long-term cardiac monitoring is allowed with prior authorization. Criteria include:</p> <ul style="list-style-type: none"> • Must be ordered by a neurologist • Member must have had a stroke or TIA with no identifiable cause • Member should have already had 24-hour monitoring done previously • Member should not be currently taking anti-coagulated or Warfarin for any other reason • Member should not have a known contraindication for Warfarin • Outpatient long-term cardiac monitoring may only be authorized for the 30-day test • Data from the test must be reviewed and interpreted by a cardiologist <p>Source: <i>Utah Medicaid Provider Manual: Physician Manual, p. 24 (Oct. 2019). (Accessed Feb. 2020).</i></p>
	Conditions	<p>Only for patients with a long-term cardiac health issue.</p> <p>Source: <i>Utah Medicaid Provider Manual: Physician Manual, p. 24 (Oct. 2019). (Accessed Feb. 2020).</i></p>
	Provider Limitations	<p>Test must be ordered by a neurologist and reviewed and interpreted by a cardiologist.</p> <p>Source: <i>Utah Medicaid Provider Manual: Physician Manual, p. 24 (Oct. 2019). (Accessed Feb. 2020).</i></p>



Medicaid Telehealth Reimbursement

Remote Patient Monitoring	Other Restrictions	No reference found.
Email / Phone / Fax	<p>Telephone contact can be billed in the Targeted Case Management for Early Childhood program.</p> <p>Source: <i>Utah Medicaid Provider Manual: Targeted Case Management, Early Childhood Ages 0-4, p. 10, (Jul. 2016). (Accessed Feb. 2020).</i></p>	
Consent	No reference found.	
Out of State Providers	No reference found.	
Miscellaneous	<p>If the required face-to-face encounter for certain durable medical equipment occurred via tele-health it must be documented.</p> <p>Source: <i>Utah Medicaid Provider Manual: Durable Medical Equipment, p. 6, (Jan. 2020). (Accessed Feb. 2020).</i></p> <p>Home and Community Based New Choices Waiver Services A non face-to-face medication reminder system using telecommunication device is covered.</p> <p>Source: <i>Utah Medicaid Provider Manual: Home and Community Based Waiver Services, p. 62, (Oct. 2019). (Accessed Feb. 2020).</i></p> <p>Home and Community Based Services Autism Waiver For those clients living outside of the Wasatch Front, the BCBA may use tele-health for the supervision time. In-person visits should be used for those clients living inside the Wasatch Front.</p> <p>Source: <i>Utah Medicaid Provider Manual: Home and Community Based Waiver Services Autism Waiver, p. 62, (Jan. 2016). (Accessed Feb. 2020).</i></p>	



Definitions

“Digital health service means the electronic transfer, exchange, or management of related data for diagnosis, treatment, consultation, educational, public health, or other related purposes.”

Source: *UT Code, 26-9f-102. (Accessed Feb. 2020).*

Telehealth services” means the transmission of health-related services or information through the use of electronic communication or information technology.

“Telemedicine services” means telehealth services including:

- Clinical care;
- Health education;
- Health administration;
- Home health; or
- Facilitation of self-managed care and caregiver support; and

Must be provided by a provider to a patient through a method of communication that:

- Uses asynchronous store-and-forward transfer; or
- Uses synchronous interaction; and

Meets industry security and privacy standards, including compliance with:

- The federal Health Insurance Portability and Accountability Act of 1996, Pub. L. No. 104-191, 110 Stat. 1936, as amended; and
- The federal Health Information Technology for Economic and Clinical Health Act, Pub. L. No. 111-5, 123 Stat. 226, 467, as amended.

Source: *Utah Code, 26-60-102. (Accessed Feb. 2020).*

Requirements

All health insurance plans must disclose whether the insurer provides coverage for telehealth services in accordance with section 26-18-13.5 and terms associated with that coverage.

Source: *UT Code 31A-22-613.5(2)(f). (Accessed Feb. 2020).*

A health benefit plan that offers coverage for mental health services shall:

- Provide coverage for telepsychiatric consultation during or after an initial visit between the patient and a referring in-network physician;
- Provide coverage for a telepsychiatric consultation from an out-of-network board certified psychiatrist if the consultant is not made available to a physician within seven business days after the initial request is made by an in-network provider; and
- Reimburse for the services at the equivalent of the in-network or out-of-network rate set by the benefit plan after taking into account cost-sharing that may be required under the health benefit plan.

An insurer can also meet the requirement to cover telepsychiatric consultation for a patient by providing coverage for behavioral health treatment (see statute for details).

Source: *UT Code, 31A-22-649. (Accessed Feb. 2020).*

Parity

Service Parity

No service parity.

Payment Parity

No reference found.



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Source: *UT Code, 26-60-102(7-8). (Accessed Feb. 2020).*

Consent

No reference found.

Online Prescribing

Before providing treatment or prescribing a prescription drug, provider must:

- Obtain and document patient’s relevant clinical history and current symptoms

Source: *UT Code, 26-60-103(b). (Accessed Feb. 2020).*

Providers must first obtain information in the usual course of professional practice that is sufficient to establish a diagnosis, to identify conditions, and to identify contraindications to the proposed treatment; or with prescriptive authority conferred by an exception issued under this title, or a multi-state practice privilege recognized under this title, if the prescription was issued without first obtaining information, in the usual course of professional practice, that is sufficient to establish a diagnosis, to identify underlying conditions, and to identify contraindications to the proposed treatment.

Source: *UT Code, 58-1-501(2(m)). (Accessed Feb. 2020).*



An out-of-state physician may practice without a Utah license if:

- The physician is licensed in another state, with no licensing action pending and at least 10 years of professional experience;
- The services are rendered as a public service and for a noncommercial purpose;
- No fee or other consideration of value is charged, expected or contemplated, beyond an amount necessary to cover the proportionate cost of malpractice insurance; and
- The physician does not otherwise engage in unlawful or unprofessional conduct.

Source: *UT Code Annotated Sec. 58-67-305(7). (Accessed Feb. 2020).*

A mental health therapist licensed in another state and in good standing can provide short term transitional mental health therapy remotely if:

- The mental health therapist is present in the state where he/she is licensed;
- The client relocates to Utah, and was a client immediately before the relocation;
- The therapy or counseling is provided for a maximum of 45 days after the client relocates;
- Within 10 days of the client's relocation, the mental health therapist provides a written notice to the Division of Occupational and Professional Licensing of their intent to provide therapy/counseling remotely; and
- The mental health therapist does not engage in unlawful or unprofessional conduct.

Source: *UT Code, 58-61-307(k) (Accessed Feb. 2020).*

Member of the interstate medical licensure compact.

Source: *Interstate Medical Licensure Compact. (Accessed Feb. 2020).*

Member of Psychology Interjurisdictional Compact.

Source: *PSYPACT Compact. (Accessed Feb. 2020).*

Member of the Nurse Licensure Compact.

Source: *Nurse Licensure Compact (Accessed Feb. 2020).*

Member of the Physical Therapy Licensure Compact.

Source: *PT Compact. Compact Map. (Accessed Feb. 2020).*

If a hospital participates in telemedicine, it shall develop and implement policies governing the practice of telemedicine in accordance with the scope and practice of the hospital.

These policies shall address security, access and retention of telemetric data, and define the privileging of all health professionals who participate in telemedicine.

Source: *UT Admin. Code R432-100-33. (Accessed Feb. 2020).*