



## NH Department of Health and Human Services New Hampshire Medicaid Program

**To:** NH Medicaid Enrolled Primary Care Providers

**From:** NH Medicaid's Fee-for-Service Program and the Managed Care Organizations

**Date:** April 21, 2020

**Subject:** NH Medicaid Telehealth Billing Clarification for Annual and Well Child Visits

### **Background:**

The Division of Medicaid Services has been asked to clarify its Telehealth policy as outlined in the *Telehealth Informational Bulletin* dated April 1, 2020, specifically as it pertains to payment for evaluation and management (E/M) office visits done in a telehealth environment.

### **Response:**

The use of telemedicine and remote care services are critical to the safe management of the COVID-19 pandemic while also assuring uninterrupted care for Medicaid members. The April 1<sup>st</sup> informational bulletin cited one example in which an annual physical exam could not be billed and paid because not all of the components could be completed without being face-to-face. This statement was not intended to deny coverage for pediatric well health check-ups and other E/M office visit codes that can be performed via telehealth.

During the declared COVID-19 state of emergency in New Hampshire, annual (procedure codes 99385-99387 and 99395-99397) and well child preventive health checks (procedure codes 99381-99384 and 99391-99394) may be performed via telemedicine and, when indicated, combined with in-person administration of immunizations. Components of well child visits that cannot be completed via telehealth can be waived until a later date. Additional well child telehealth assessments may be included as appropriate (i.e., developmental screening, behavioral/emotional assessment, health risk assessment).

If you have questions about this notice, please contact the NH Medicaid Provider Call Center at 1-866-291-1674 or email [NHProviderRelations@conduent.com](mailto:NHProviderRelations@conduent.com). Further bulletins will be issued as telehealth implementation continues during this state of emergency.