



## Beacon/MBHP Broadcast

A communication from Beacon Health Options including the Massachusetts Behavioral Health Partnership

### Broadcast 10 // March 16, 2020

**Important:** Please read this Broadcast carefully and share it with all appropriate clinical and administrative staff.\*

#### **BILLING FOR COVERED SERVICES DELIVERED VIA TELEHEALTH**

To mitigate the spread of COVID-19, Beacon/MBHP is committed to enabling Members to remain in their homes to reduce exposure and transmission, to the extent possible, and to preserve health system capacity for the duration of this public health emergency. To that end, and for as long as the Massachusetts state of emergency remains in effect as stated in Governor Baker's executive order of March 10, 2020, Beacon/MBHP will permit qualified Beacon/MBHP providers to deliver clinically appropriate, medically necessary MassHealth-covered services to Beacon/MBHP Members via Telehealth (including telephone and live video) in accordance with the standards set forth in Appendix A to the MassHealth All Provider Bulletin 289 and notwithstanding any regulation to the contrary, including the physical presence requirement at 130 CMR 433.403(A)(2).

Beacon/MBHP is not imposing specific requirements for technologies used to deliver services via Telehealth and will allow reimbursement for MassHealth-covered services delivered through Telehealth so long as such services are medically necessary and clinically appropriate and comport with the guidelines set forth in Appendix A to the MassHealth All Provider Bulletin 289. Providers are encouraged to use appropriate technologies to communicate with individuals and should, to the extent feasible, ensure the same rights to confidentiality and security as provided in face-to-face services. Providers must inform Members of any relevant privacy considerations.

Rates of payment for services delivered via Telehealth will be the same as rates of payment for services delivered via traditional (e.g., in-person) methods set forth in the applicable regulations. Providers must include Place of Service Code 02 when submitting a claim for services delivered via Telehealth. Providers will be able to bill Beacon/MBHP for these services delivered via Telehealth beginning April 1, 2020, for dates of service beginning March 12, 2020.

Furthermore, and notwithstanding any regulation to the contrary, including the physical presence requirement at 130 CMR 433.403(A)(2), Beacon/MBHP will also reimburse contracted psychiatrists (including mid-level practitioners under the direction of a physician in accordance with 130 CMR 433), acute outpatient hospitals (AOHs), community health centers (CHCs), outpatient behavioral health providers, for clinically appropriate, medically necessary telephone evaluations through the following CPT codes for Psychiatrist : 99441, 99442, 99443; and for qualified non-physicians: 98966, 98967, 98968. Payment rates for these codes can be found at 101 CMR 317: *Medicine*.

Providers will be able to bill Beacon/MBHP for these telephonic codes beginning April 1, 2020, for dates of service beginning March 12, 2020.

Existing performance specifications for Children's Behavioral Health Initiative (CBHI) services allow for the telephonic delivery of services, other than for initial assessments. Notwithstanding any requirements that initial assessments be conducted in person, where appropriate, services for new clients may (*continued*)

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be initiated via telephonic means. CBHI providers should use the regular CBHI codes when billing for CBHI services delivered telephonically.

### Resources

In coordination with agencies across the Executive Office of Health and Human Services, MassHealth/EOHHS have released provider bulletins and additional guidance in response to 2019 novel Coronavirus Disease (COVID-19).

These policies expand Telehealth coverage, including telephonic coverage, expand coverage through Hospital-Determined Presumptive Eligibility (HPE), provide information for providers to bill for COVID-19 lab testing, cover 90-day refills of prescriptions and early refills, and remind providers that there are no copays for lab tests and pharmacists cannot deny medications if a member cannot pay.

The bulletins and guidance are based on what is currently known about the transmission and severity of COVID-19 and will be updated as needed and as additional information is available. Please regularly check [mass.gov/2019coronavirus](https://www.mass.gov/2019coronavirus) for general updated information and [mass.gov/coronavirus-disease-covid-19-and-masshealth](https://www.mass.gov/coronavirus-disease-covid-19-and-masshealth) for MassHealth-related information.

**The following bulletins and guidance have been posted:**

### Massachusetts Executive Order

- **Order Expanding Access to Telehealth Services and to Protect Health Care Providers:** <https://www.mass.gov/doc/march-15-2020-telehealth-order/download>

### MassHealth Provider Bulletins

- **All Provider Bulletin 289: MassHealth Coverage and Reimbursement Policy for Services Related to Coronavirus Disease 2019 (COVID-19):** <https://www.mass.gov/doc/all-provider-bulletin-289-masshealth-coverage-and-reimbursement-policy-for-services-related-to/download>
- **Managed Care Entity Bulletin 20: Coverage and Reimbursement for Services Related to Coronavirus Disease 2019 (COVID-19):** <https://www.mass.gov/doc/managed-care-entity-bulletin-20-coverage-and-reimbursement-for-services-related-to-coronavirus/download>
- **All Provider Bulletin 288: Coverage Provided via Hospital-Determined Presumptive Eligibility:** <https://www.mass.gov/doc/all-provider-bulletin-288-coverage-provided-via-hospital-determined-presumptive-eligibility/download>
- **Pharmacy Facts: Updates Related to Coronavirus Disease 2019 (COVID-19) Effective March 14, 2020:** <https://www.mass.gov/doc/pharmacy-facts-141-march-12-2020-0/download>
- **Community Day Program Settings (e.g. Adult Day Health, Day Habilitation, Councils on Aging, etc.) 2019 Novel Coronavirus (COVID-19) Guidance:** <https://www.mass.gov/info-details/covid-19-guidance-and-recommendations#for-community-day-programs->

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- **Non-Agency Based In-Home Caregivers (e.g., PCAs, Independent Nurses, etc.) 2019 Novel Coronavirus (COVID-19) Guidance:** [https://www.mass.gov/info-details/covid-19-guidance-and-recommendations#for-in-home-caregivers-](https://www.mass.gov/info-details/covid-19-guidance-and-recommendations#for-in-home-caregivers)
- **Agency-Based In-Home Caregivers & Workers (e.g. Home Health Agencies, Personal Care Management Agencies, Home Care Agencies, Adult Foster Care, etc.) 2019 Novel Coronavirus (COVID-19) Guidance:** <https://www.mass.gov/info-details/covid-19-guidance-and-recommendations#for-in-home-caregivers->

### Beacon Resources

- **The Beacon Bulletin: Telehealth Expanded to Include Additional Services:** <http://www.masspartnership.com/pdf/Beacon%20Bulletin%20Health%20Plan%20Telehealth%20FIN.pdf>

### MBHP Resources

- **MBHP Provider Alert 177: Effective Immediately, Updated Age Parameters For Telehealth For ESP/MCI, Update To Original Alert: Effective January 1, 2019, Telehealth Expanded To Include Additional Services:** <https://www.masspartnership.com/pdf/UpdatedAlert177TelehealthFIN.pdf>

### Additional Information

**For MBHP/BeHealthy Partnership providers** with questions regarding this Broadcast, please contact our Community Relations Department at 1-800-495-0086 (press 1 for the English menu or 2 for the Spanish menu, then 3 then 1 to skip prompts), Monday through Thursday, 8 a.m. to 5 p.m., or Fridays from 9:30 a.m. to 5 p.m.

**For Beacon health plan providers** with questions regarding this Broadcast, please email [provider.relations@beaconhealthoptions.com](mailto:provider.relations@beaconhealthoptions.com) or call our National Provider Service Line at 1-800-397-1630.

You may also contact your regional provider quality director or provider quality manager with questions regarding the matters delineated in this Broadcast.

\*This Broadcast applies to all Accountable Care Organizations (ACOs) and Managed Care Organizations (MCOs) that are partnered with Beacon Health Options or the Massachusetts Behavioral Health Partnership (MBHP) including **BeHealthy Partnership, Boston Medical Center HealthNet Plan (BMCHP), Community Care Cooperative (C3), Fallon Health, Partners HealthCare Choice, the PCC Plan, Senior Whole Health, Steward Health Choice, Well Sense, and Unicare**. This Broadcast also applies to all Beacon-managed Senior Care Organizations: **Senior Whole Health, Fallon, and BMCHP**.