



Division of Medical Services
P.O. Box 1437, Slot S401
Little Rock, AR 72203-1437
P: 501.682.8292
F: 501.682.1197
HUMANSERVICES.ARKANSAS.GOV

MEMORANDUM (DMS-04 a)

To: Medicaid Providers

From: Division of Medical Services (DMS)

Date: March 30, 2020

Re: Use of Telemedicine to Provide Occupational, Physical and Speech Therapy by licensed Assistants during COVID-19 Outbreak

In response to the COVID-19 outbreak in Arkansas and consistent with CMS's coverage and payment for COVID-19 diagnostic testing, DMS is adding an addendum to the guidance issued on March 20th in (DMS-04) which suspended the prohibition on use of telemedicine technology for limited occupational, physical or speech therapy services provided to established patients during the COVID-19 outbreak and the declaration of public health emergency. This addendum expands allowable telemedicine services to include services provided by licensed occupational, physical, or speech therapy assistants.

The telemedicine parental consultation code will be available and billable on April 10, 2020 and regular therapy assistant codes will be billable on April 3, 2020. Regular therapy codes and the parental consultation code will be retroactive to dates of service March 27, 2020. These services will be available to established patients only, as described for dates of service thirty (30) days from today, with the possibility of extending for additional thirty-day periods.

Parental Consultation

Parental consultation is a service that allows a therapist assistant to instruct a parent or caregiver on how to use therapeutic equipment or techniques with their child to continue working on therapy goals and objectives.

To bill for this service, the therapy assistant must document that the parent or caregiver was present with a beneficiary. The service must be provided using the appropriate real-time technology that includes both a video and audio component. The originating service requirement is relaxed so that the parent can receive this service from their home.

The service may be provided in 15-minute sessions with a maximum of 8 sessions per month. All services must be prior authorized by eQHealth Solutions.

Individual Therapy Services provided by a licensed Physical Therapist, Occupational Therapist, or Speech Therapy Assistant

To allow for continued therapy services for established patients during this time of social distancing, DMS is lifting the requirement that the beneficiary be located at a healthcare facility (originating site) to receive telemedicine services for the following services only:

- Individual Physical Therapy provided by a licensed Physical Therapy Assistant
- Individual Occupational Therapy provided by a licensed Occupational Therapy Assistant
- Individual Speech Therapy provided by a licensed Speech-Language Pathologist Assistant

Parental or caregiver involvement is required during the session. Additionally, the technology used must be real-time and include a video and audio component. The sessions are limited to thirty minutes a piece, with a maximum of three (3) sessions per week.

The following services **cannot** be completed via telemedicine:

1. Evaluations and re-evaluations. However, if an annual evaluation is due during this time, the deadline may be extended until the patient is able to come into the office.
2. Group Services.

To ensure quality and consistency of care to Medicaid beneficiaries, DMS will coordinate with the Office of the Medicaid Inspector General (OMIG) to conduct retrospective reviews and audits of these services during this time. Please keep all records of services as required by Medicaid physician billing and telemedicine rules.

Billing Instructions

Parental Consultation- T1014

T1014- UB, U1 Physical Therapy Assistant

T1014- UB, U2 Occupational Therapy Assistant

T1014- UB, U3 Speech Language Therapy Assistant

Parental consultation is a service that allows a therapist to instruct a parent on how to use therapeutic equipment or techniques with their child to continue working on therapy goals and objectives.

To bill for this service, the therapist must document that the parent was present with a beneficiary who is under age eighteen (18). The service must be provided using the appropriate real-time technology that includes both a video and audio component. The originating service requirement is relaxed so that the parent can receive this service from their home. The service may be provided in 15-minute sessions with a maximum of 8 sessions per month. All services must be prior authorized by eQHealth Solutions. When requesting a PA through the eQHealth portal, the process type is the same process type used for PT/OT and SLT.

When billing for these services you must include all modifiers on the claim. For Parental Consultation, please make note of the different modifiers per discipline. **All Therapy claims submitted for Telemedicine must include the GT modifier and (02) as the place of service.**

If you have any questions on billing please contact Portland Gilbert at Portland.Gilbert@dhs.arkansas.gov