

# WA Apple Health (Medicaid) Telehealth Policy Update

WA Telehealth Collaborative

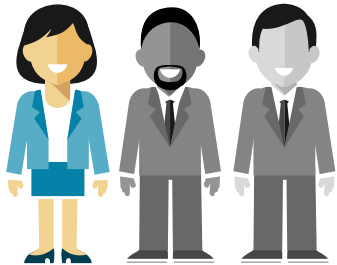
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# The state's largest health care purchaser

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We purchase care for  
1 in 3 non-Medicare  
Washington residents.



- ▶ We purchase health care for more than 2.5 million Washington residents through:
  - ▶ Apple Health (Medicaid)
  - ▶ The Public Employees Benefits Board (PEBB) Program
  - ▶ The School Employees Benefits Board (SEBB) Program

# Apple Health (Medicaid) Managed care in Washington

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Over 2 million Washingtonians are enrolled in Apple Health. About 85% of them are enrolled in managed care.

# Apple Health pre-pandemic state of telehealth

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- ▶ Broadly flexible policy applicable to **many types of services and providers in different settings**
- ▶ **Telemedicine payment parity** in place since 2018
- ▶ **Regular engagement** with partners and community

# Pandemic telehealth support

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- ▶ **Policy updates** to support access and continuity-of-care during crisis
- ▶ **Direct support** for providers and patients
  - ▶ Zoom licenses
  - ▶ Laptops
  - ▶ Phones
- ▶ Collaboration with **partners in telehealth**

# Current HCA telehealth activities

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- ▶ Coverage:
  - ▶ Real time audio visual
  - ▶ Audio only services
  - ▶ eConsults
  - ▶ Remote patient monitoring
  - ▶ Store and forward video
  - ▶ Patient portal visits
  - ▶ Remote check ins
- ▶ Partnership
- ▶ Evaluation (including HB 1196)

# Behavioral Health

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- ▶ HCA serves as **both a Medicaid agency and a Behavioral Health Administration**, and uses a complex blend of Medicaid, state only dollars, block grants, and other funding streams to pay for BH services
- ▶ Many different provider types deliver BH services, including but not limited to:

Health Systems	Tribal Providers
Facilities including Psych Hospitals and RTFs	FQHCs
Independent Clinics/Clinicians	Other direct service organizations
Behavioral Health Agencies	

- ▶ HCA has worked to **align telehealth policy** across physical and behavioral health as much as possible, recognizing that integration is critical

# Where can I find HCA Apple Health telehealth policies?

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- ▶ Telemedicine billing guide is the **primary source for telehealth policies**
- ▶ **Program specific information** can be found in the relevant program billing guide (e.g., obstetrical care in the Physician's billing guide)
- ▶ **Behavioral health** telehealth policies:
  - ▶ If you are a licensed **Behavioral Health Agency** (BHA):
    - ▶ For MCO contracted services: Service Encounter Reporting Instructions (SERI) guide
    - ▶ For HCA Fee-for-Service: Mental Health Billing Guide part 2 and/or the SUD Billing Guide
  - ▶ If you are a **primary care clinic or an independent practitioner**, see Mental Health Billing Guide part 1 (for both MCO contracted services and HCA Fee-for-Service)



# Questions?

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