

PROVIDER BULLETIN

Volume 32 Number 8

<http://www.dss.mo.gov/mhd>

August 7, 2009

TELEHEALTH BULLETIN

PHYSICIANS (INCLUDING PSYCHIATRISTS), PSYCHIATRIC CLINICAL NURSE SPECIALISTS (PCNS), PSYCHIATRIC MENTAL HEALTH NURSE PRACTITIONERS (PMHNP), PSYCHOLOGISTS, PROVISIONALLY LICENSED PSYCHOLOGISTS, RURAL HEALTH CLINICS (RHC) AND FEDERALLY QUALIFIED HEALTH CENTERS (FQHC)

CONTENTS

- **Clarification of Originating and Distant Sites**
- **Telehealth Facility Procedure Code Q3014**

Clarification of Originating and Distant Sites

The originating site is where the MO HealthNet participant receiving the telehealth service is physically located for the encounter. The referring provider at the originating site evaluates the participant, determines the need for a consultation, and arranges the services of a consulting provider at the distant site for the purpose of diagnosis or treatment. The referring provider may introduce a participant to the consulting provider at the distant site, for examination, observation, or consideration of medical information.

The consulting provider at the distant site may request a telepresenter to be present with the participant at the originating site to assist with the service. A telepresenter will aid in the examination by following the orders of the consulting provider, including the manipulation of cameras and appropriate placement of other peripheral devices used to conduct the patient examination. The services of the telepresenter are included in the reimbursement of procedure code Q3014 and are not separately payable.

It is **not** appropriate for the same provider to bill for both the originating and distant site charges on the same date of service. All claims are subject to post payment review and improper billing will result in recoupments and possible sanctions against the provider.

Telehealth Facility Procedure Code Q3014

Procedure code Q3014 is used by the originating site to receive reimbursement for the use of the facility while telehealth services are being rendered. The telepresenter at the originating site is not considered a rendering provider as he/she is only assisting the consulting provider at the distant site. As a result, the originating site does not have a rendering provider to report on its claim. Providers billing procedure code Q3014 must leave the Rendering

Provider ID field blank on their claims (field 24j on the paper CMS-1500 claim form or the appropriate corresponding field on an electronic claim). Claims for procedure code Q3014 containing rendering provider information will be considered improperly billed.

Provider Bulletins are available on the MO HealthNet Division (MHD) (Formerly the Division of Medical Services) Web site at <http://dss.mo.gov/mhd/providers/pages/bulletins.htm>. Bulletins will remain on the Provider Bulletins page only until incorporated into the [provider manuals](#) as appropriate, then moved to the Archived Bulletin page.

MO HealthNet News: Providers and other interested parties are urged to go to the MHD Web site at <http://dss.missouri.gov/mhd/global/pages/mednewssubscribe.htm> to subscribe to the electronic mailing list to receive automatic notifications of provider bulletins, provider manual updates, and other official MO HealthNet communications via E-mail.

MO HealthNet Managed Care: The information contained in this bulletin applies to coverage for:

- MO HealthNet Fee-for-Service
- Services not included in MO HealthNet Managed Care

Questions regarding MO HealthNet Managed Care benefits should be directed to the patient's MO HealthNet Managed Care health plan. Before delivering a service, please check the patient's eligibility status by swiping the red MO HealthNet card or by calling the Interactive Voice Response (IVR) System at 573-635-8908 and using Option One for the red or white card.

Provider Communications Hotline
573-751-2896