What Physicians Need to Know about Telemedicine

Medicaid-covered patients can receive care from the comfort of their own home

What is telemedicine?

In an increasingly hectic world, some patients have trouble finding the time to visit their physicians for appointments, and urgent care visits can be expensive. Many patients do not want to make an appointment for a minor ailment. For these patients, an alternative to consider is telemedicine.*

Telemedicine is an evaluation, diagnosis or treatment delivered by a practitioner who is not located at the same site as the patient. Your Medicaid-covered patients may use telemedicine for covered services by conferencing with you via video chat (e.g., Skype) from the convenience of their home or care setting.

How is telemedicine reimbursed?

Telemedicine services provided to a patient with Florida Medicaid coverage must be performed by licensed practitioners within their scope of practice. The service is covered under Humana Florida Medicaid plans; however, to be reimbursed by Florida Medicaid for telemedicine services, physicians must use, at a minimum, audio and video equipment permitting two-way, real-time, interactive communication between the patient and the physician.

To be reimbursed, physicians need to include the modifier “GT” on their CMS 1500 claim form. Florida Medicaid will reimburse the practitioner who provides the evaluation, diagnosis or treatment recommendation.

Important exceptions:

Florida Medicaid does not reimburse for:

- Telephone conversations
- Chart review(s)
- Electronic mail messages
- Facsimile transmissions
- Equipment required to provide telemedicine services

*There are limitations on health care and prescription services delivered via telemedicine. Telemedicine is not a substitute for emergency care and is not intended to replace your patient’s primary care physician or other health care professionals in your patient’s network.

These resources are available to help:

The following links provide additional details on payment and plan coverage:

- [http://ahca.myflorida.com/medicaid/review/fee_schedules.shtml](http://ahca.myflorida.com/medicaid/review/fee_schedules.shtml)
- [Humana.com/floridamedicaid](Humana.com/floridamedicaid) – Choose “Florida Medicaid Provider Handbook” under the appropriate tab for your Florida Medicaid Region.

If you are currently providing telemedicine or considering telemedicine for your patients with Humana Medical Plan (Medicaid) coverage, please contact your Humana provider representative.