



STATE OF NEW HAMPSHIRE  
DEPARTMENT OF HEALTH AND HUMAN SERVICES

New Hampshire Medicaid Program

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**To:** All NH Medicaid Enrolled Providers  
**From:** NH Medicaid  
**Date:** March 27, 2020  
**Subject:** NH Medicaid Telehealth Informational Bulletin  
COVID-19 Preparedness and Response

This informational bulletin is being issued in response to questions received from providers on implementation of telehealth services for the NH Medicaid population.

**Background:**

In order to protect the public's health and mitigate the spread of COVID-19, Governor Sununu signed an emergency order effective March 18<sup>th</sup> that expanded the coverage of telehealth services for commercial insurance, and Medicaid, including Managed Care Organizations (MCOs). Telehealth is a critical tool for safely addressing patient's needs in their homes as part of the solution to COVID-19 specific barriers to care.

**Eligible Provider Types:**

The following additional provider types are eligible to provide telehealth services given services are within their scope of practice as applicable:

- Federally Qualified Health Centers/ Rural Health Centers
- Language Bank interpreters
- Occupational therapists
- Physical therapists
- Speech and Language pathologists
- Home Health Providers
- Early Supports and Services Providers
- Licensed Out-of-State Medical Providers in good standing per Emergency Order #15 Pursuant to Executive Order 2020-04

Providers who are not enrolled with NH Medicaid and are not recognized as a qualified Medicaid treatment providers are not eligible to receive Medicaid reimbursement for telehealth services provided to Medicaid members but may perform telehealth services within their scope of practice.

**Eligible Services:**

Any service that would have previously been rendered and Medicaid covered as face- to- face may now be rendered via telehealth. This includes both medical services as well as behavioral health services. Notification to NH Medicaid to transition a member from face-to-face treatment to telehealth visits is not required. All current prior authorization requirements remain in effect, such as for applied behavior analysis and therapy service limit overrides. Annual physical exams cannot be performed via telehealth because the required elements of weight, blood pressure and vitals cannot be completed via telehealth. Additionally, the delivery of personal care services cannot be performed via telehealth.

**Reimbursement and Billing**

NH Medicaid pays the same rate as if the service was provided face- to- face. Billing for the service delivered should identify the CPT code(s) typically used for in-person visits with the addition of the GT modifier and place of service 02 (telehealth) to the claim form. NH Medicaid is not adopting a different set of procedure codes specific to telehealth.

Examples: An office visit procedure code 99213 performed via telehealth would require the claim to have the GT modifier and place of service 02 (telehealth) when billed. A nursing home visit would be billed using either procedure codes 99304-99306 for initial care and 99307-99310 for subsequent care with the GT modifier and place of service 02 (telehealth).

If you have questions about this notice, please contact the NH Medicaid Provider Call Center at 1-866-291-1674 or email [NHProviderRelations@conduent.com](mailto:NHProviderRelations@conduent.com). Further bulletins will be issued as telehealth implementation continues during this state of emergency. Additionally, guidance on billing for out-of-state providers will be forthcoming.