

Policy Recap: DHS releases ForwardHealth Update regarding telehealth for all providers

ForwardHealth Updates

Update & Release Date	Affected Parties	Description	Temporary or Permanent
Forward Health Update 2020-15 03/30/2020	All providers, HMOs, and Other Managed Care Programs	Allows remote services utilizing interactive synchronous (real-time) technology, including audio-only phone communication, for currently covered services that can be delivered with functional equivalency to the face-to-face services. This applies to all service areas and all enrolled providers allowable under current ForwardHealth policy. There are no changes to the claims submission process for fee-for-service benefits. Providers may include informational modifier 95 but are not required to do so.	Temporary
Forward Health Update No. 2020-13 03/30/20	All providers, HMOs, and Other Managed Care Programs	Provides changes to Clinical Policy and Prior Authorization (PA), including allowing remote supervision, waiving requirements for face-to-face visits, and extending PA dates for an additional 90 days.	Temporary
Forward Health Update No. 2020-12 03/24/20	All providers, HMOs and MCOs, Community Recovery Services (CRS), Community Support Program (CSP), Comprehensive Community Services (CCS), Targeted Case Management Services, and Behavioral Treatment	Removes DQA telehealth certification requirements for mental health and substance abuse practitioners.	Permanent
		Clarifies that no restrictions on distant sites (provider location) exist for reimbursement for telehealth encounters.	Permanent
		Clarifies guidance re: federal enforcement of HIPAA.	Temporary
		Includes several provisions that apply specifically to behavioral health providers (mental health screenings, CCS, CSP, CRS, behavioral treatment services, and targeted case management).	Temporary
Forward Health Update No. 2020-09 03/18/20	All providers, HMOs and MCOs, FQHCs	Removes restrictions on originating sites (location of patient at time of telehealth encounter).	Permanent
		Expands allowable services to inpatient consults, inpatient prolonged services, e-visits, nursing facility service assessments, and telephone evaluation and management services.	Permanent
		Clarifies billing guidance for tribal and non-tribal FQHCs.	Permanent

ForwardHealth Alerts

Alert & Release Date	Affected Parties	Description	Temporary or Permanent
Alert 005 3/24/20	Narcotic Treatment Services Providers, HMOs and Other Managed Care Programs	Allows real-time telephonic communication in lieu of face-to-face daily dosing contact by registered nurses or licensed practical nurses working in an opioid treatment program clinic.	Temporary
Alert 004 3/23/20	Community Health Centers, Tribal Federally Qualified Health Centers, HMOs and Other Managed Care Programs	Clarifies billing guidance for tribal and non-tribal FQHCs.	Permanent
Alert 002 3/18/20	Home Health Agencies, Personal Care Agencies	Allows remote supervision for personal care services by registered nurses and provides timesheet guidance.	Temporary

All other currently reimbursable services via telehealth can be referenced in **ForwardHealth Topic 510**: <https://www.forwardhealth.wi.gov/WIPortal/Subsystem/KW/Display.aspx?ia=1&p=1&sa=50&s=2&c=61&nt=Telehealth&adv=Y>.

The response to COVID-19 is rapidly evolving. The policy releases described above are part of a series of ForwardHealth Updates and Alerts related to telehealth expansion. Some may be issued in response to the COVID-19 response and may be temporary measures, while others will be permanent policy updates.

Other Resources:

- WI DHS COVID-19 Webpage <https://www.dhs.wisconsin.gov/covid-19/index.htm>
- ForwardHealth Provider News and Resources: https://www.forwardhealth.wi.gov/WIPortal/content/html/news/covid19_resources.html.spage
- Sign Up for ForwardHealth Updates: <https://www.forwardhealth.wi.gov/WIPortal/Subsystem/KW/Subscriptions.aspx>
- CDC COVID-19 Website: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

If you wish to no longer receive alerts regarding updates to telehealth policy, please reply to this email with UNSUBSCRIBE in the subject line.

Best,

Telehealth Project Management Office

