



## MO HealthNet Provider Bulletin...*Explained* Volume 40, Number 47: Telehealth

- On February 1, 2018, MO HealthNet released new guidance on the use of telehealth and telemedicine.
- The term “originating site” now means all sites where a MO HealthNet patient is when he or she gets health care through telemedicine.
  - Most of the time, an originating site will be a health care clinic of some kind. But it could be a school. Or it could be where the patient lives too. These are all sites where a MO HealthNet patient can get the care they need through telemedicine.
- The term “distant site” means the place where the health care provider is when he or she gives health care through telemedicine.
- Plus, MO HealthNet now allows “asynchronous store-and-forward transfer” of health records. This means that a patient’s health records can be saved at one point in time. Then the files are sent from an originating site to a health care provider at a distant site. The main point is that **the patient may not be at the site when the files are sent and reviewed.**

### Frequently Asked Questions (FAQs)

**Q:** Do I need to be approved by the Missouri Telehealth Network to bill MO HealthNet for health care I give through telemedicine?

**A:** No, you do not. All MO HealthNet providers who give health care to a MO HealthNet patient can bill MO HealthNet for care provided via telemedicine. Please note that the care must be in the scope of the provider’s MO license.

**Q:** Will a telemedicine claim be paid if the MO HealthNet patient was at their home when I gave the health care through telemedicine?

**A:** Yes, it will. The new guidance provides that all sites where a MO HealthNet patient is when they get telehealth care is known as the “originating site.” The site might be a home, a school, and so on.

**Q:** Will a telemedicine claim be paid if the provider was at home when they gave the health care services through telemedicine?

**A:** Yes, it will. The new guidance provides that all sites where a provider gives health care through telehealth is the “distant site”. Please note that the care must be part of the scope of the provider’s MO license.

**Q:** A MO HealthNet patient has an office visit at a clinic near where they live. The nurse records the patient’s symptoms as well as all the medicine she takes for asthma. The records are sent to a specialist who then looks through the records and sends back advice on how to treat the case. Can the specialist bill MO HealthNet for this type of care?

**A:** Yes, they can. This is known as an “asynchronous store-and-forward transfer”. The new guidance provides that MO HealthNet can be billed for both a “store-and-forward transfer” as well as a live transfer of clinical data between “originating” and “distant” sites.