



Telehealth Fact Sheet during COVID-19 State of Emergency Declaration

Last Updated March 18th, 2020

In order to protect the public's health and mitigate exposure to and the spread of COVID-19, Governor Chris Sununu has signed an emergency order, effective immediately, that expands the coverage of telehealth for Commercial insurance and Medicaid including for Managed Care Organizations (MCOs) in regards to eligible providers, originating site, and modality of telehealth platform. Telehealth reimbursement typically requires live video and audio, however, during the declared state of emergency period related to COVID-19 in New Hampshire, audio only telehealth is eligible for reimbursement.

Eligible Providers:

- Physicians/Physician Assistants/APRNs/Clinical Nurse Specialists/Nurse Midwives
- Certified Registered Nurse Anesthetists
- Clinical Psychologists, Clinical Social Workers, Master's Level Psychiatric Nurses
- School Psychologists licensed by the Board of Psychologists
- Pastoral psychotherapists, Marriage and Family Therapists, Clinical Mental Health Counselors
- LADCs, MLADCs, CRSWs, Applied Behavioral Analysts
- Providers licensed by the Board of Mental Health Practice
- Dentists, Community Mental Health Providers
- Registered Dietitians or Nutritional Professionals

Originating Sites: There are no restrictions. These may include, but are not limited to:

Patient's Home, Practitioner's Office, Schools, Hospitals, Renal Dialysis Centers, Skilled Nursing Facilities, FQHCs/RHCs, Community Mental Health Centers, or The Doorways.

Reimbursement: Commercial carriers are directed to pay the same rate as if the service was provided face-to-face. Billing for the service delivered should follow routine practices as if the service was provided face-to-face. Documentation standards follow the regular standards as if the service was delivered face-to-face.

Confidentiality and Privacy Protection Considerations: On March 17th, 2020, the Office for Civil Rights at the federal Department of Health and Human Services announced discretion in enforcement of HIPAA rules during the national declaration of a state of emergency related to COVID-19. In addition to HIPAA compliant telehealth platforms, practitioners may use popular applications that allow for video chats, including Apple FaceTime, Facebook Messenger video chat, Google Hangouts video, or Skype. Facebook Live, Twitch, TikTok, and similar video communication applications that are public facing, should not be used. Telephone only audio may also be used.