

COVID-19 update: New Jersey Guidance for telehealth/telephonic care for behavioral health services

To help address providers' questions regarding behavioral health telehealth/telephonic care for members enrolled in Medicaid, Amerigroup Community Care in New Jersey has developed the following frequently asked questions. To view our overall care provider guidance about COVID-19 including our actions, testing, treatment and more, view the FAQ titled: *COVID-19 information from Amerigroup Community Care* on our [provider website](#) in the COVID-19 News and Resources section.

Please continue to visit this website regularly, as we will be updating the information as it becomes available. Thank you for the work you do for our members, especially during these difficult times.

Important information about benefit limitations:

- Outpatient mental health and substance use disorder services are covered for members in the Managed Long-Term Services and Supports (MLTSS), Division of Developmental Disorders (DDD), or FIDE SNP plans. Please see the provider manual or quick reference guide for further details on services covered by Amerigroup for these special populations.
- Office-Based Addiction Services (OBAT) is covered for all NJ Familycare and FIDE SNP members effective October 1, 2019.
- Applied Behavioral Analysis (ABA) is covered for all NJ FamilyCare and FIDE SNP members effective April 1, 2020.
- DIR Floortime is covered for all NJFamilyCare and FIDE SNP members effective July 1, 2020.

How is Amerigroup approaching the provision of mental health outpatient and substance abuse services via telephonic-only visits?

To address the need for expanded access, effective March 19, 2020 and for the duration of the public health emergency, providers are permitted to use alternative technologies for telehealth, such as an audio only telephone or video technology commonly available on smart phones and other devices. Telehealth technology requirements have been waived for members to receive services at their location and services may be provided by out-of-network providers where required. All mental health outpatient and substance abuse outpatient care is to be provided within benefit and authorization limits, meet medical necessity criteria, and adhere to state and federal regulatory and licensure requirements, including *HIPAA* compliance and regulations regarding how substance use information is handled.

What codes would be appropriate to consider for mental health outpatient and substance abuse outpatient services via telephonic audio-only visits?

Amerigroup will pay for covered telehealth services with place of service 02 or revenue code 0780, as applicable. Providers should consult with their medical specialty society for coding guidance.

What codes would be appropriate to consider for partial hospitalization program (PHP) and Partial Care services using telehealth (audio + video)?

Amerigroup will pay for covered PHP and Partial Care services rendered by facilities billed with revenue codes 912 and 913, as applicable, and the HCPCS code H0035.

What is the utilization management process for PHP and Partial Care?

Providers are expected to follow any required prior authorization and concurrent review process for the PHP and Partial Care. Amerigroup continues to review initial requests for these levels of care, but has extended existing authorizations during the public health emergency in accordance with State guidance. Providers are required to request authorization for changes to existing authorized codes or units.

How can ABA services be provided using telehealth?

Telephonic-only interactions are not appropriate for applied behavioral analyst (ABA) services for functional behavior assessment and adaptive behavioral treatment by protocol or protocol modification. Telehealth using audio and video is permitted but all services must maintain the same level of service and clinical value comparable to services provided in a face-to-face setting.

Are ABA providers allowed to use the hours approved in a current authorization for telehealth (audio + video) ABA services?

If an ABA provider is not requesting changes to existing authorized codes or units, they can continue to use the authorization they have on file. No further action is required by the provider.

If an ABA provider is requesting changes to the authorization we have in place, such as changes to units or codes, they must submit a request for the change by submitting a new treatment request form outlining the changes they are requesting. Please include current authorization reference number and date of change being requested.

If an ABA provider is requesting new authorization of code or units, they should follow the process already in place by submitting the request via fax or Amerigroup's electronic portal.

What if I have additional questions pertaining to behavioral health telehealth (audio + video) or telephonic-only care visits?

Please contact the Amerigroup Behavioral Health department at **1-800-454-3730** or NJBehavioralHealth@amerigroup.com.