

To: TennCare Providers  
From: Victor Wu, Chief Medical Officer  
Mary Shelton, Director, Behavioral Health Operations  
Date: March 18, 2020  
Re: **Behavioral Health Telehealth Services for TennCare Enrollees - Novel COVID-19**

Dear TennCare Behavioral Health Providers,

Thank you for all that you are doing to provide care to our TennCare members during the novel COVID-19 epidemic. TennCare and our health plans, Amerigroup, BlueCare Tennessee, UnitedHealthcare Community Plan, are fully committed to supporting our members to continue receiving the high-quality care they are accustomed. We are also committed to supporting our front-line providers delivering this essential care. TennCare and our health plans are meeting frequently to identify proactive solutions and to respond to opportunities that will help serve the needs of our members and providers as the COVID-19 situation continues to evolve. All of us are consistently evaluating and implementing TDH and CDC clinical treatment recommendations and guidelines around limiting the spread of disease.

To that end, our health plans are all committed to assisting providers in offering telehealth and telephonic services to TennCare members during this time. TennCare has worked with each of our health plans to align policies for telehealth services where possible while still rapidly deploying telehealth solutions immediately for providers. All of our TennCare health plans will allow home as an originating site during the COVID-19 national emergency. TennCare has attached the *general guidance* that each of our health plans have issued attached to this memo. Additionally, **please see specific guidance below for telehealth visits in Behavioral Health Services:**

### **Behavioral Health Guidance:**

Providers and members are encouraged to use video-enabled virtual visits or telephonic care when appropriate to maintain behavioral health treatment during the COVID outbreak. For members or providers who do not have access to the technology required to conduct a video-enabled virtual session, we will now accept telephonic sessions in a member's home when that member has concerns about COVID-19. Please use standard CPT/HCPCS and a Place of Service of 02 for both virtual visits and telephonic sessions to indicate the visit was conducted remotely. Documentation should identify the use of telehealth or telephonic sessions and the treatment format and include supporting documentation to reflect active treatment. Per standard practice, documentation is subject to review for medical necessity and appropriateness of care.

For those services that are usually 2 or more hours long, consider billing the individual components of treatment in lieu per diem rates (i.e. IOP, PHP, PSR). Telehealth options that would permit actual visual connection with the member is preferred. For those services that are rendered via group sessions, please schedule these as individual sessions with the members to ensure privacy.

For additional public health and provider guidance from the TN Department of Health, please visit:  
<https://www.tn.gov/health/cedep/ncov.html>

For additional TennCare notices or future guidance from TennCare, please visit:  
<https://www.tn.gov/tenncare/information-statistics/tenncare-information-about-coronavirus.html>