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Telehealth Requirements for Med-Cal and HealthWorx Patients

Telehealth is a care option that has become increasingly popular over the last several years and is a viable option for patients and providers who want to use it. **However, there are some requirements all the Health Plan of San Mateo (HPSM) providers are required to comply with when delivering services to Medi-Cal and HealthWorx patients.**

Medi-Cal covered benefits or services may be provided via a telehealth modality (as outlined in the Medi-Cal Provider Manual) only if all the following are satisfied:

- The treating health care provider believes that the benefits or services being provided are clinically appropriate based upon evidence-based medicine and/or best practices to be delivered via telehealth.
- The benefits or services delivered via telehealth meet the procedural definition and components of the CPT or HCPCS code(s), as well as any extended guidelines as described in the Medi-Cal Provider Manual.
- Benefits or services provided via telehealth meet all laws regarding confidentiality of health care information and a patient's right to their medical information.
- The required modifier is included. Covered benefits or services provided via a telehealth modality are reimbursable when billed with one of the following modifiers (for Medi-Cal and HealthWorx only):
 - **Modifier 95:** For services or benefits provided via synchronous, interactive audio and visual telecommunications systems.
 - **Modifier GQ:** For services or benefits provided via asynchronous store and forward telecommunications systems.
 - **Modifier 93:** For services or benefits provided via synchronous telephone or other real-time interactive audio-only telecommunications systems.

You can review the Medi-Cal Provider Manual here: <https://bit.ly/MediCalTelehealth>

Thank you, and please direct questions to PSInquiries@hpsm.org.

The Health Plan of San Mateo