

1915(i) Policy

Remote Support Service Delivery 510-08-75

Remote support or telehealth includes real-time, two-way communication between the service provider and the individual. Remote support is limited to check-ins (e.g. reminders, verbal cues, prompts) and consultations (e.g. counseling, problem solving) within the scope of service.

Remote support options include:

- Telephone
- Secure Video Conferencing

The keys to providing better care lies in making services available and ensuring individuals seek help when necessary. Remote support options are for the benefit of the individual, rather than the benefit of the provider. The individual's election to utilize remote support must enhance their integration into the community.

Examples of appropriate use of remote support include:

- Individuals with behavioral health conditions who are feeling stigmatized and, thus, avoiding seeking services in an effort to hide their conditions from others. Remote support will allow these individuals to receive services from the comfort of their own surroundings, reducing the stigma and increasing the chances they will seek services and stay engaged. Remote support alternatives will make ongoing care and follow-ups more convenient and easier to schedule for the individual, likely increasing the number of appointments made, as well as the number of appointments kept.
- Individuals in the midst of a crisis situation or addiction relapse will be able to more easily reach out to 1915(i) service providers reducing risks associated with their conditions and the likelihood of needing a higher level of care.

Remote support must:

- be elected by the individual receiving services;
- not block the individual's access to the community;
- not prohibit needed in-person services for the individual;
- utilize a HIPAA compliant platform; and
 - For HIPAA compliance, visit [HIPAA flexibility for telehealth technology | Telehealth.HHS.gov](#)
- prioritize the integration of the individual into the community.

Documentation Requirements

For each utilization, providers must document that the remote support option:

- was elected by the individual receiving services;
- did not block the individual's access to the community;
- did not prohibit needed in-person services for the individual;
- utilized a HIPAA-compliant platform; and
 - For HIPAA compliance, visit [HIPAA flexibility for telehealth technology | Telehealth.HHS.gov](https://www.hhs.gov/telehealth/hipaa-compliance)
- prioritized the integration of the individual into the community.

Providers may not:

- Bill direct support delivered remotely when the exchange between the service individual and the provider is social in nature.
- Bill direct support delivered remotely when real-time, two-way communication does not occur (e.g. leaving a voicemail; electronic messaging).
- Bill for the use of Global Positioning System (GPS), Personal Emergency Response System (PERS), and video surveillance to provide remote check-ins or consultative supports.

Place of Service Codes (POS) and Modifier

Services delivered via remote support or telehealth must use one of the place of service codes during claim submission:

- 02 – Telehealth provided other than in patient's home
- 10 – Telehealth provided in patient's home

Modifier 93 must be appended to any claim line where the service was delivered audio only without a face-to-face component.