

# Massachusetts

**Medicaid Program:** MassHealth

**Program Administrator:** MA Dept. of Health and Human Services

**Regional Telehealth Resource Center:** Northeast Regional Telehealth Resource Center

**Covers the States of:** Connecticut, Maine, Massachusetts, New Hampshire, New Jersey, New York, Rhode Island & Vermont

[www.netrc.org](http://www.netrc.org)

Medicaid Telehealth Reimbursement	Summary	<p>Massachusetts Medicaid (MassHealth) allows for the use of telehealth in Medicaid behavioral health services. Additionally, a 2014 budget bill that allocated funds for the reimbursement of remote patient monitoring mentioned telehealth. CCHP has found no further details regarding this.</p> <p>It should be noted that Massachusetts is a managed care state, and that some individual Medicaid managed care plans may reimburse for telehealth delivered services.</p>
	Definitions	<p><b>Behavioral Health Services</b></p> <p>Telehealth is the use of electronic communication and information technologies to provide or support clinical care at a distance. The delivery of services through telehealth involves the use of secure interactive audio and video telecommunications systems that permit two-way, real-time communication between a patient and a provider.</p> <p><b>Source:</b> MassHealth All Provider Bulletin 281, p. 1, Jan. 2019. (Accessed Sept. 2019).</p>
	Policy	<p><b>Behavioral Health Services</b></p> <p>Telehealth is a modality of treatment, not a separate covered service. Providers are not required to deliver services via telehealth.</p> <p><b>Source:</b> MassHealth All Provider Bulletin 281, p. 1, Jan. 2019. (Accessed Sept. 2019).</p>
	Live Video Eligible Services / Specialties	<p><b>Behavioral Health Services</b></p> <p>The following sites may deliver behavioral health services via telehealth:</p> <ul style="list-style-type: none"><li>• All services specified in 101 CMR 306.00 et seq.;</li><li>• Opioid Treatment Counseling Services;</li><li>• Ambulatory Services: Outpatient Counseling;</li><li>• Clinical Case Management Ambulatory Services; and</li><li>• Outpatient Services for Pregnant/Postpartum Clients</li></ul> <p><b>Source:</b> MassHealth All Provider Bulletin 281, p. 1, Jan. 2019. (Accessed Sept. 2019).</p>



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Live Video	Eligible Providers	<p><b>Behavioral Health Services</b> The following sites and providers may deliver behavioral health services via telehealth:</p> <ul style="list-style-type: none"> <li>• Community Health Centers</li> <li>• Community Mental Health Centers</li> <li>• Outpatient Substance Use Disorder Providers</li> <li>• Psychologists</li> <li>• Psychiatrists</li> <li>• Psychoanalysts</li> <li>• Clinical Social Workers</li> <li>• Behavioral Health Nurses</li> <li>• Nurse Practitioners</li> <li>• Professional Counselors</li> <li>• Any other qualified MassHealth provider</li> </ul> <p><b>Source:</b> MassHealth All Provider Bulletin 281, p. 1-2, Jan. 2019. (Accessed Sept. 2019).</p>
	Eligible Sites	No reference found.
	Geographic Limits	<p><b>Behavioral Health Services</b> There are no geographic or facility restrictions on distant or originating sites.</p> <p><b>Source:</b> MassHealth All Provider Bulletin 281, p. 1, Jan. 2019. (Accessed Sept. 2019).</p>
	Facility/Transmission Fee	No reference found.
Store-and-Forward	Policy	No reference found.



## Medicaid Telehealth Reimbursement

	Store-and-Forward	Eligible Services/Specialties	No reference found.
		Geographic Limits	No reference found.
		Transmission Fee	No reference found.
	Remote Patient Monitoring	Policy	<p>In the FY 2014 State Budget, MA appropriates funds for the reimbursement of telehealth remote patient monitoring provided by home health agencies as a service to clients reimbursable through Medicaid, as long as it is for short term reimbursement.</p> <p><b>Source:</b> MA EOHHS and MassHealth. 4000-300 (2014). (Accessed Sept. 2019).</p>
		Conditions	No reference found.
		Provider Limitations	No reference found.



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Remote Patient Monitoring	Other Restrictions	No reference found.
Email / Phone / Fax		No reference found.
Consent		No reference found.
Out of State Providers		No reference found.
Miscellaneous		<p><b>Behavioral Health Services</b> A provider may prescribe Schedule II controlled substances via telehealth only after conducting an initial in-person examination of the patient. Ongoing in-person examinations are required every three months for the duration of the prescription.</p> <p>Providers must follow consent and patient information protocol consistent with those followed during in-person visits.</p> <p>Telehealth services may only be provided by behavioral health professionals who have been trained in the provision of services via telehealth.</p> <p><b>Source:</b> MassHealth All Provider Bulletin 281, p. 2-3, Jan. 2019. (Accessed Sept. 2019).</p>



Private Payer Laws	Definitions	<p>“Telemedicine as it pertains to the delivery of health care services, shall mean the use of interactive audio, video or other electronic media for the purpose of diagnosis, consultation or treatment. ‘Telemedicine’ shall not include the use of audio-only telephone, facsimile machine or e-mail.”</p> <p><b>Source:</b> Annotated Laws of MA. Part I, Title XXII, Ch. 175, Sec. 47BB. (Accessed Sept. 2019).</p>
	Requirements	<p>Private payers may provide coverage of telemedicine services and must be consistent with coverage for health care services provided through in-person consultations. However, coverage of telemedicine services may be limited to providers in a telemedicine network approved by the insurer. Contracts may also require a deductible, copayment, or coinsurance for telemedicine services that does not exceed the deductible, copayment, or coinsurance which is applicable to an in-person consultation.</p> <p><b>Source:</b> Annotated Laws of MA. Part I, Title XXII, Ch. 175, Sec. 47BB. (Accessed Sept. 2019).</p>
	Parity	Service Parity <p>Private payers may provide coverage of telemedicine services.</p> <p><b>Source:</b> Annotated Laws of MA. Part I, Title XXII, Ch. 175, Sec. 47BB.</p>
		Payment Parity <p>No explicit payment parity. Coverage shall be consistent with coverage for health care services provided through in-person consultation.</p> <p><b>Source:</b> Annotated Laws of MA. Part I, Title XXII, Ch. 175, Sec. 47BB.</p>
Professional Regulation/Health & Safety	Definitions	No reference found.
	Consent	No reference found.



## Professional Regulation/Health & Safety

### Online Prescribing

Prior to any e-prescribing, there must be a physician-patient relationship that conforms to certain minimum norms and standards of care, which includes taking a medical history, conducting an appropriate exam, and recording the results.

**Source:** "Internet Prescribing," MA Board of Registration in Medicine. Dec. 17, 2003 & Prescribing Practices Policy and Guidelines. Policy 03-06 (Adopted Dec. 17, 2003), (Accessed Sept. 2019).

### Cross-State Licensing

No reference found.

### Miscellaneous

No reference found.

