



Statewide Medicaid Managed Care Telemedicine/Teledentistry

The Agency for Health Care Administration (Agency) contracts with Medicaid health and dental plans to provide services to health plan enrollees. The Agency recently entered into new contracts with health and dental plans that will greatly benefit enrollees and providers. This document is part of a series that highlights the program changes in the new Statewide Medicaid Managed Care (SMMC) health and dental plan contracts. [Under the new SMMC contracts, enrollees will have access to providers through expanded telemedicine and teledentistry.](#)

The benefits described in this document will be offered under the new SMMC health and dental plan contracts. The Agency will transition to the new contracts through a regional phased roll-out. Recipient letters will start mailing out approximately 45 days prior to each phase going live. Below is when the Agency will transition to the new contracts and when letters will begin mailing for each Medicaid region.

Phase	Transition Date	Recipient Letter Date	Region	Counties
1	12/01/18	Mid-October	9	Indian River, Martin, Okeechobee, Palm Beach, St. Lucie
			10	Broward
			11	Miami-Dade, Monroe
2	01/01/19	Mid-November	5	Pasco, Pinellas
			6	Hardee, Highlands, Hillsborough, Manatee, Polk
			7	Brevard, Orange, Osceola, Seminole
			8	Charlotte, Collier, DeSoto, Glades, Hendry, Lee, Sarasota
3	02/01/19	Mid-December	1	Escambia, Okaloosa, Santa Rosa, Walton
			2	Bay, Calhoun, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Madison, Taylor, Wakulla, Washington
			3	Alachua, Bradford, Citrus, Columbia, Dixie, Gilchrist, Hamilton, Hernando, Lafayette, Lake, Levy, Marion, Putnam, Sumter, Suwannee, Union
			4	Baker, Clay, Duval, Flagler, Nassau, St. Johns, Volusia

Telemedicine & Teledentistry

- Telemedicine and Teledentistry are the practice of health or dental care delivery by a practitioner located at a site other than the site where the patient is located for the purpose of evaluation, diagnosis, or treatment.

Telemedicine and teledentistry services include two-way audio and video for real time interactive communication between the enrollee and the provider.

Telemedicine services provided under Florida Medicaid must be performed by licensed practitioners within their scope of practice.

NEW Under the SMMC Program:

Enrollees will have enhanced access to providers through expanded telemedicine and teledentistry services.

- Health plans agree to cover telemedicine and teledentistry services:
 - The health plans and dental plans will reimburse for services provided through telemedicine and teledentistry, when appropriate, for services covered under the new SMMC contracts, to the same extent the services would be covered if provided through a face-to-face (in-person) encounter with a practitioner.
 - The health plans and dental plans will not be more restrictive in the coverage requirements for services provided through telemedicine and teledentistry than those established for services provided in person.
 - Health plans and dental plans agree to broaden options for telemedicine and teledentistry provision by covering Store-and-forward and remote patient monitoring services, when appropriate, as part of its Quality Enhancement program.

Information for Health Plan Enrollees and Providers

The health plan or dental plan will make sure the enrollee can always choose a face-to-face encounter. No enrollee will be required to use telemedicine or teledentistry.

The health plan or dental plan will make sure the enrollee record includes documentation when telemedicine or teledentistry services are provided.

The health plan or dental plan will cover:

- **Remote Patient Monitoring** — The collection and interpretation of physiologic data (e.g., ECG, blood pressure, glucose monitoring) digitally stored and/or transmitted by the patient and/or caregiver to the qualified health care professional. For example: A home health provider may give tablets to patients with chronic conditions, and transmit data regarding the patients' vital signs.
- **Store-and-Forward** — The asynchronous transmission of medical information to be reviewed at a later time by the physician or practitioner at the distant site. This means your medical information will be transmitted electronically to a location for storage before it is sent to another doctor for review. For example: Medical information, such as digital images, documents, and pre-recorded videos can be transmitted electronically.

Telemedicine and teledentistry are beneficial to enrollees by providing:

- Expanded access and after hours care
- Remote monitoring and management for chronic conditions
- Reduced hospital readmissions
- Reduced waiting time to see a physician or dentist
- Reduced travel time and cost
- Better access to specialists

Telemedicine and teledentistry are beneficial to providers by offering:

- Cost savings
- Improved convenience
- Better patient outcomes
- Better care coordination

This document is a policy summary for public use. It does not take the place of the [health plan contract](#) or Medicaid coverage policies that are promulgated in rule. This document is effective September 21, 2018, and takes the place of any previous similar document. To ensure you have the most up-to-date version, check online at http://ahca.myflorida.com/Medicaid/statewide_mc/index.shtml.