



RICK SCOTT
GOVERNOR

ELIZABETH DUDEK
SECRETARY

March 11, 2016

Statewide Medicaid Managed Care (SMMC) Policy Transmittal

Policy Transmittal: 16-06

Applicable to:

- Comprehensive Long-term Care (LTC) Plan
- Managed Medical Assistance Health Maintenance Organization
- Managed Medical Assistance Provider Service Network
- Managed Medical Assistance Specialty Plan
- Children's Medical Services (CMS) Plan

RE: Telemedicine Services

Managed care plans may use telemedicine as specified in the contract. (Attachment II, Exhibit II-A, Section V.D.4.a.¹) The purpose of this policy transmittal is to inform managed care plans serving Managed Medical Assistance enrollees of changes in the Telemedicine Coverage Provisions. The managed care plan must submit all policies and procedures to the Agency as required by the contract (Attachment II, Section II.D.4.²), however, managed care plans are no longer required to submit telemedicine policies to the Agency for approval prior to use.

Telemedicine is now defined as the practice of health care delivery by a practitioner who is located at a site other than the site where the patient is located for the purposes of evaluation, diagnosis, or recommendation of treatment. The managed care plan may utilize telemedicine for covered services, as follows:

- (1) Telemedicine services provided under Florida Medicaid must be performed by licensed practitioners within their scope of practice;
- (2) Telemedicine services must involve the use of interactive telecommunications equipment which includes, at a minimum, audio and video equipment permitting two-way, real time, interactive communication between the enrollee and the practitioner; and
- (3) Telephone conversations, chart review, electronic mail messages, or facsimile transmissions are not considered telemedicine.

In addition to the above, managed care plans are responsible for complying with sub-items c., d., and e., of the Telemedicine Coverage Provisions. (Attachment II, Exhibit II-A, Section V.D.4.³)

¹ The citation for the CMS Plan contract is Attachment I, Section V.C.7.a.

² The citation for the CMS Plan contract is Attachment I, Section II.D.4.

³ The citations for the CMS Plan contract are Attachment I, Section V.C.7.c., d., and e.



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If you have any questions, please contact your Agency contract manager at (850) 412-4003.

Sincerely,

A handwritten signature in black ink, appearing to read "Beth Kidder". The signature is fluid and cursive, with a large initial "B" and "K".

Beth Kidder
Assistant Deputy Secretary for
Medicaid Policy and Quality

BK/sr