



PROVIDER ALERT

April 11, 2023

Alert Summary: Telehealth services delivery under the Idaho Behavioral Health Plan (IBHP) after the conclusion of the federal Public Health Emergency (PHE).

Dear Provider,

The Department of Health and Human Services (HHS) announced the COVID-19 Public Health Emergency (PHE) will conclude on May 11, 2023.

During the PHE, access to telehealth service delivery was expanded. This notice is to advise providers Idaho Medicaid informed Optum Idaho it is in support of continuing to allow non-independently licensed providers and paraprofessionals to deliver outpatient behavioral health services using the telehealth modality under supervisory protocols with an independently licensed provider.

This means Optum will continue to accept and process claims for behavioral health services delivered by providers working under supervisory protocol via telehealth after the conclusion of the PHE. Optum will continue to provide oversight and monitoring of telehealth services delivered by non-independently licensed providers and paraprofessionals as outlined in the provider or agency Contracts, the Provider Manual and applicable audit tools and processes.

Optum is currently reviewing with Medicaid any additional guidelines or supports necessary to help ensure appropriate delivery of telehealth services. Any updates will be communicated to the network at least 30 days prior to implementation.

As is required today, providers must meet the service delivery qualifications outlined in the Provider Manual and supervision requirements outlined in the Supervisory Protocol agreement to deliver each service within the IBHP. All provider requirements are applicable regardless of face-to-face or telehealth delivery. Telehealth delivery may not be appropriate in all clinical applications. Clinical supervisors should use their clinical judgement when determining the appropriateness of telehealth delivery by non-independently licensed staff on a case-by-case basis.

Services that are not eligible for telehealth delivery:

- Respite
- Drug Testing

- Services provided at a Crisis Center
- Partial Hospitalization
- Day Treatment
- Opioid Treatment Programs
- Behavior Modification and Consultation (except 97155 & 97156)
- Certain Modalities of Intensive Home and Community Based Services (consult the Evidence-Based Practice for clinical recommendations on telehealth delivery)
- Therapeutic Injection
- Neuro/Psych Testing
- Therapeutic After School and Summer Programs (TASSP)

As a reminder, Optum suspended the requirement of the Optum Telehealth Attestation during the PHE on March 25, 2020. The Telehealth Attestation requirement will not return after the conclusion of the PHE.

All provider alerts and announcements related to the end of the PHE can be found online at [optumidaho.com>For Network Providers>Alerts and Announcements>End of Public Health Emergency Provider Alerts and Announcements](https://optumidaho.com/ForNetworkProviders/AlertsandAnnouncements/EndofPublicHealthEmergencyProviderAlertsandAnnouncements), or by clicking [here](#). As part of our regular Provider Manual quarterly updates, The Provider Manual will be updated with this information on July 1, 2023.

For questions, please consult the Optum Idaho Provider Manual and/or contact your provider relations advocate.

Thank you,

The Optum Idaho team