**Maine Medicaid Connection Follow-up Resources**

**May 5, 2020**

Periodically, EDMS hosts a webinar event called Medicaid Connection – MediConn – for all Maine clients that currently bill or are looking to starting billing. The purpose of these events is to provide timely updates that affect the billing process in our system as well as significant policy changes. Our goal is to reach as many of our clients as possible in one session and provide a chance for networking and questions.

The event held on May 5, 2020 address the numerous emergency policy updates and connected system updates in response to Covid-19. This document provides a summary of a few key points and questions from the webinar as well as a list of resources discussed during the event. Our hope is that you fill find this follow-up document helpful in quickly accessing the inforamtion that you need.

If you would like to watch the recording of the MediConn event, or forward it along to others in your district, please use this link:

<https://attendee.gotowebinar.com/recording/5239325045684198401>

As always, if you have any training needs or additional questions, please reach out to your Program Specialist, [Jason Black](mailto:jblack@eddatasolutions.com?subject=May%202020%20MediConn%20Follow-ups) or [Patricia Tetreau](mailto:ptetreau@eddatasolutions.com?subject=May%202020%20Maine%20MediConn%20Follow-up).

As always, we thank you for your continued support and are here to help in any way we can!

The following key questions were asked and reviewed during the webinar:

**Q: When billing for direct services, are direct services only when a student is present on Zoom? I have a zoom with a parent, but the student will not come to the screen.**

**A:** When providing a service via Zoom (or any other video service used to provide the Telehealth session), it is only billable if it is a direct, live service to the student. This means the child must be present and come to the screen. Having a session with the parents while the child refuses or is not physically able to come to the screen and participate in any way would not be a direct service thus would not be billable.

**Q: Direct services with the child should be documented in Lumea, correct?**

**A:** This is correct. Direct service interactions with the students for Telehealth purposes should be documented in Lumea and posted as normal (please see [our Documenting for Telehealth Services in Lumea](https://attendee.gotowebinar.com/recording/7732539128975222540) video for additional guidance on the process) as these remain billable.

**Q: Consultation services and sessions with the parents are not billable?**

**A:** Correct, encounters with the parents, either as part of a session with a student or as a stand-alone session, are not billable. Please ensure that you are notating this time appropriately. If part of a direct encounter with the student, please indicate less non-billable/consult time in the session window. For stand-alone events, you may simply record these in a log outside of Lumea being sure to note date, start and end time, and the nature of/reason for the encounter if your district is asking you to keep this information. While we have no formal indications that this will become billable, there is a chance that this data could be used to formulate actual cost of service calculation going forward which would impact your rate template calculations.

**Q: Are telephone encounters with the student billable for therapy?**

**A:** Yes, they are billable as a direct encounter with the student. However, even under emergency rulemaking, there is an expectation that the service will be provided in the most interactive means possible, which is currently defined as a video conferencing session. However, there are situations where video conference options are not available or appropriate, which is where you would use the telephone option either consistently with a specific child, or in the event of issues related to a specific session. We know that many students are struggling to access internet at home and may not have a device with video conferencing capabilities, and this would mean Telephone sessions would be needed. Additionally, there will be times with the internet or even the video conferencing service may be experiencing an outage, which would make phone sessions appropriate. If you are documenting why the telephone option was used per session, you should have enough documentation to support the use in the event of an audit.

Below is a list of links and documents discussed during the MediConn live event and recorded video:

**Maine DHHS Covid-19 resource center** – this sight is updated regularly with information and links curated by DHHS in response to rule making and current guidance. We would encourage you to review this as a means of knowing what changes may be coming and any critical updates.

<https://www.maine.gov/dhhs/coronavirus-resources.shtml>

**Maine DHHS Notice 1135** – This notice outlines several updates related to mandated Prior Authorizations. Of note for school districts is the section on page 2 related to KEPRO’s decision to extend Day Treatment Prior Authorizations for 30 days. They will also be calculating a proration of units and adding 30 days’ worth of units on to each extended PA. This document gives you contact information for KEPRO in the event you have questions or concerns about an existing PA or pending request.

<https://www.maine.gov/dhhs/oms/pdfs_doc/COVID-19/1135-Authorizations-Update-04162020-Final.pdf>

**CMS PERM Updates** – this site, updated at the federal level by CMS when appropriate, provides their exact ruling on the current PERM audit cycle – Maine is part of the current cohort subject to this cycle. Please know we are continuing to monitor this site and all publications but would encourage you to maintain your current audit preparedness plans in the event the cycle resumes in the coming months.

<https://www.cms.gov/Research-Statistics-Data-and-Systems/Monitoring-Programs/Medicaid-and-CHIP-Compliance/PERM>

**Maine DHHS Telehealth Resources Quick Sheet** – this document provides succinct summaries of the current DHHS guidance on providing Telehealth services. We would note that this document was prepared April 16, 2020, but the contents do remain valid at this time with respect to emergency rule making and temporary allowances.

<https://www.maine.gov/dhhs/oms/pdfs_doc/COVID-19/03232020-Telehealth-Guidance.pdf>

**EDMS Maine Billing Guidance Page** – our resource center is full of helpful guides and documents, but this page is particularly rich in printable charts and other tools to help you manage the billing process from an administrative standpoint. Of note are the following documents:

* Medicaid Administration Calendar – month-by-month list of items to review
* New Service Provider Lumea Flowchart – steps-by-step review of what to do when adding a new user
* New Student Lumea Flowchart – step-by-step review of getting a student record in Lumea ready for billing
* Medicaid Audit Preparedness Suggestion – a map of the documents you need to maintain a compliant Medicaid file for the district and individual student

<https://eddatasolutions.com/resource-center/maine-resources/maine-medicaid-billing-guidance/>