



Division of Medical Services  
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## AMENDED MEMORANDUM (DMS-04)

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To: Medicaid Providers

From: Division of Medical Services (DMS)

Date: March 20, 2020

Re: Use of Telemedicine to Provide Occupational, Physical, and Speech Therapy during COVID-19 Outbreak

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**Amended on April 24, 2020**

***As authorized by the Governor's Executive Order 20-06 and Order 20-16, regarding the public health emergency concerning COVID-19, and power delegated to the Governor by Arkansas Code Annotated § 12-75-114, the following agency rules are identified as preventing, hindering, or delaying the agency's ability to render maximum assistance to the citizens of this state and are hereby suspended for the duration of the declared public health emergency, unless otherwise stated:***

**Section 214.210 in the Occupational, Physical, Speech Therapy Provider Manual, regarding originating site requirements applicable to licensed PT, OT, and ST therapists providing limited occupational, physical, or speech therapy services.**

**The telemedicine services described below will be available and billable on April 3, 2020, and will be retroactive to dates of service, March 20, 2020. The services will be available to established patients only.**

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### Parental Consultation

Parental consultation is a service that allows a therapist to instruct a parent or caregiver on how to use therapeutic equipment or techniques with their child to continue working on therapy goals and objectives.

To bill for this service, the therapist must document that the parent or caregiver was present with a beneficiary who is under age eighteen (18). The service must be provided using the appropriate real-time technology that includes both a video and audio component. The originating service requirement is relaxed so that the parent can receive this service from their home.

The service may be provided in 15-minute sessions with a maximum of 8 sessions per month. An extension of benefits may be requested if medically necessary. All services must be prior authorized by eQHealth Solutions. When requesting a PA through the eQHealth portal, the process type is the same process type used for PT/OT and SLT.

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## Individual Therapy Services provided by a licensed Physical Therapist, Occupational Therapist, or Speech Therapist

To allow for continued therapy services for established patients during this time of social distancing, DMS is lifting the requirement that the beneficiary be located at a healthcare facility (originating site) to receive telemedicine services for the following services only:

- Individual Physical Therapy provided by a licensed Physical Therapist
- Individual Occupational Therapy provided by a licensed Occupational Therapist
- Individual Speech Therapy provided by a licensed Speech-Language Pathologist

Parental or caregiver involvement is required during the session. Additionally, the technology used must be real-time and include a video and audio component. The sessions are limited to thirty minutes a piece, with a maximum of three (3) sessions per week. An extension of benefits may be requested if medically necessary.

The following services **cannot** be completed via telemedicine:

1. Evaluations and re-evaluations. However, if an annual evaluation is due during this time, the deadline may be extended until the patient is able to come into the office.
2. Services provided by Assistants.
3. Group Services.

The allowable codes for these rule suspensions:

- Parental Consultation
  - T1014- U1 Physical Therapy
  - T1014- U2 Occupational Therapy
  - T1014- U3 Speech Language Therapy

When billing for these services you must include all modifiers on the claim. For Parental Consultation, please make note of the different modifiers per discipline. **All Therapy claims submitted for Telemedicine must include the GT modifier and "02" as the place of service.**

**To ensure quality and consistency of care to Medicaid beneficiaries, DMS will coordinate with the Office of the Medicaid Inspector General (OMIG) to conduct retrospective reviews and audits of these services during this time. Please keep all records of services as required by Medicaid physician billing and telemedicine rules.**

If you have any questions on billing please contact Portland Gilbert at [Portland.Gilbert@dhs.arkansas.gov](mailto:Portland.Gilbert@dhs.arkansas.gov)