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## MEMORANDUM (DMS-29)

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To: Outpatient Behavioral Health Agencies and Independently Licensed Practitioners

From: Division of Medical Services (DMS)

Date: April 7, 2020

Re: Use of Telemedicine for Crisis Intervention Services during COVID-19 Outbreak

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The Governor declared a public health emergency on March 12, 2020, due to the Coronavirus (COVID-19) outbreak in Arkansas. In response to this declaration, DMS is suspending the rule prohibiting telemedicine for Crisis Intervention Services. By suspending this rule, licensed behavioral health professionals will be able to provide Crisis Intervention Services via telemedicine. Technology must utilize direct communication that takes place in real-time.

The rule to be suspended is in Section 255.001 of the Outpatient Behavioral Health Provider Manual.

The allowable billing codes for this rule suspension:

- Crisis Intervention
  - H2011, HA, U4, GT
  - Place of service code 02

**The rule will be suspended until the end date of the Governor's Executive Order.**

**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 telemedicine services provided during the COVID-19 public health emergency. Please keep all records of services as required by Medicaid billing rules.**