



May 26, 2020

RE: Updated: Telehealth Services for Occupational, Physical, and Speech Therapy

Cook Children's Health Plan will temporarily honor existing authorizations for OT/PT/ST services with a prior authorization on file* and will reimburse Telehealth services according to the Texas Medicaid fee schedule for the approved Telehealth procedure codes. Services delivered by these provider types require an interactive audiovisual connection to the Member; they cannot be provided using telephone only or live chat. Providers do not need to request changes to current authorizations.

Providers are reminded to use the required modifiers GP, GO, and GN on all claims for physical, occupational, or speech therapy treatment as well as modifiers U5 or UB for therapist or therapy assistant. Providers should use the 95 modifier to indicate remote delivery. When submitting claims with more than one modifier, append modifier 95 in the last position.

Reminder, CHIP copayments are not required for covered services delivered via telehealth.

****In order to provide telehealth services, Providers should refer to the Telecommunication Services Handbook located in the TMPPM; Texas OT/PT/ST Practice Rules and Texas Administrative Codes; and National Therapy Practice Guidelines (American Speech and Hearing Association, American Occupational Therapy Association and American Physical Therapy Association). Providers must maintain informed consent for telehealth provision using a provider generated consent form. For Members under 13, the Member's adult caregiver or a designated health professional must participate during the entire duration of each telehealth session.***

Providers may contact CCHPPriorAuthorizations@cookchildrens.org for specific authorization matters related to access to care. For general questions please contact Cook Children's Health Plan Provider Support Services at 888-243-3312 and ask for Provider Relations or email CCHPPProviderRelations@cookchildrens.org.

Sincerely,
Cook Children's Health Plan

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