



# Just the Fax

A fax bulletin from Molina Healthcare of Michigan (MHM) • March 24, 2020

## TELEHEALTH UPDATE

As a follow up to our earlier information, MDHHS has issued a **REVISED** bulletin to allow telehealth for Medicaid members under certain parameters, **including telephonic (audio)**, retroactive to March 1, 2020.

If your office has telehealth capabilities, please read the bulletin noted below carefully. Additionally, **Molina is now able to accept claims** for telehealth, including those back to March 1, 2020. There is no prior authorization required or copay for telehealth services.

Please refer to the attached bulletin.

[https://www.michigan.gov/documents/mdhhs/MSA\\_20-13\\_684352\\_7.pdf](https://www.michigan.gov/documents/mdhhs/MSA_20-13_684352_7.pdf)

For Medicare and Marketplace, please follow CMS billing guidelines.

### Some additional tips:

- Please bill with POS 02 for telehealth services, as well as other requirements of MDHHS and CMS.
- Telehealth policies applies to Physicians, Physician Assistants, Nurse Practitioners, FQHCs, RHCs, Indian Health Service Clinics, and Behavioral Health practitioners accepted by Medicaid or Medicare, respectively.
- Documentation should follow normal guidelines established and described in the CPT-Manual.

Due to the current situation concerning the COVID-19 virus, we would like to assure providers that Molina is monitoring COVID-19 developments daily. Our corporate chief medical officer (CMO) is working closely with our health plan CMOs across the country to ensure that we are prepared to assist our members and providers.

*Please check the Molina website for periodic updates.*

In closing, Molina wants to assure you that we are available for your questions or concerns. You may contact your Molina representative, call our Provider Customer Service line at 855-322-4077, or write to [MHMProviderServicesMailbox@MolinaHealthCare.Com](mailto:MHMProviderServicesMailbox@MolinaHealthCare.Com)

For written correspondence, Molina encourages providers to utilize electronic means of communication, such as web portal or fax, and limit mailed correspondence at this time.

**Thank you for your commitment to Molina members.**

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