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**To:** AmeriHealth Caritas Louisiana Providers

**Date:** March 20, 2023

**Subject:** [Informational Bulletin 20-4](#): Telemedicine/Telehealth Facilitation of Mental Health Rehabilitation (MHR) Services during the COVID-19 Declared Emergency

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**Informational Bulletins that summarize policies and/or procedures are intended for quick reference and are accurate on the date they are issued.**

**Telemedicine/Telehealth Facilitation of Mental Rehabilitation (MHR) Services during the COVID-19 Declared Emergency**

Effective **May 12, 2023**, mental health rehabilitation services shall be provided through an in-person delivery method in accordance with federal requirements and the Medicaid Behavioral Health Services Provider Manual, which can be found at the following link:  
[https://www.lamedicaid.com/provweb1/providermanuals/BHS\\_main.htm](https://www.lamedicaid.com/provweb1/providermanuals/BHS_main.htm).

Effective **May 12, 2023**, mental health rehabilitation assessments conducted by a licensed mental health professional (LMHP) may continue to be provided through telehealth using a secure telecommunications system which is compliant with HIPAA requirements; assessments conducted by an LMHP through telehealth should include synchronous, interactive, real-time electronic communication comprising both audio and visual elements, unless clinically appropriate and based on documented member consent.

NOTE: LDH is requesting federal approval to extend telehealth allowances past the PHE for Community Psychiatric Support and Treatment (CPST). When available, an update will be made.

When using telemedicine/telehealth, please review the new guideline:

- Recipients may refuse services delivered through telehealth or request that services be delivered in-person. In these cases, the provider must provide an in-person service or refer to an equally qualified provider.

**Communication Requirements**

Effective **May 12, 2023**, assessments that are conducted by an LMHP using telehealth must include a secure telecommunication system which is compliant with HIPAA requirements.

Effective **May 12, 2023**, MHR assessments provided through telehealth should include synchronous, interactive, real-time electronic communication comprising both audio and visual elements, unless clinically appropriate and based on documented member consent.

#### **Assessments and Re-evaluations**

Effective **May 12, 2023**, MHR assessments provided through telehealth should include synchronous, interactive, real-time electronic communication comprising both audio and visual elements, unless clinically appropriate and based on documented member consent.

#### **Staff Supervision**

Effective **May 12, 2023**, supervision must be provided using a secure HIPAA-compliant platform.

#### **In-Person Encounters**

It is strongly recommended that all behavioral healthcare practitioners be vaccinated, unless there is a medical contra-indication.

For full details, please see [IB 20.4 revised 3/16/2023](#).

Questions regarding this message should be directed to AmeriHealth Caritas Louisiana Provider Services at 1-888-922-0007. The Provider Services Department can be reached between 7:00 am – 7:00 pm daily.

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