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

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.

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.

Missed an Informational Bulletin?
You can find a complete listing of Informational Bulletins on the Provider Newsletters and Updates page of our website under the header Louisiana Department of Health Information Bulletins.

Need to update your provider information? Send full details to: network@amerihealthcaritasla.com.