



National Diabetes Prevention Program (NDPP)

Updated Telehealth Guidance



Contact Details:
1-800-343-9000
emednyalert@gdit.com

National Diabetes Prevention Program (NDPP) Community,

The New York State (NYS) Medicaid program has issued a comprehensive Medicaid Update Special Edition containing updated policy and billing guidelines pertaining to the use of telehealth, including the use of audio-only technology, following the federally declared Coronavirus Disease 2019 (COVID-19) Public Health Emergency (PHE), which ends on May 11, 2023.

Providers may use this guidance to prepare for upcoming policy changes tied to the end of the COVID-19 PHE as it applies to dates of service on or after May 11, 2023. This guidance supersedes guidance issued in June 2021. This guidance outlines policies related to audio-visual telehealth, audio-only telehealth, remote patient monitoring (RPM), Store and Forward, virtual check-ins, virtual patient education, and virtual emergency care. Providers should be sure to review the entire article to familiarize themselves with the updates being made to Medicaid's telehealth policies, and particularly to the virtual patient education information contained in Sections II (J) and VII (K), which pertain to diabetes prevention and diabetes self-management training.

The February 2023 *Medicaid Update Special Edition* is available on the [Medicaid Update web page](#). Please find the print-ready version as a PDF (Portable Document Format) file available to be downloaded at: https://health.ny.gov/health_care/medicaid/program/update/2023/docs/mu_no3_feb23_speced_pr.pdf.

Any questions regarding Medicaid Fee-for-Service telehealth/telephonic coverage and policy may be directed to the Office of Health Insurance Programs, Division of Program Development and Management at (518) 473-2160 or via email at Telehealth.Policy@health.ny.gov.

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