



## Nurse Practitioner

### Provider Communication Response to COVID-19 Telehealth PCMH Payment



**Contact Details:**

**1-800-343-9000**

[emednyalert@csra.com](mailto:emednyalert@csra.com)

### Provider Communication Response to COVID-19 Telehealth PCMH Payment

The New York State (NYS) Medicaid Statewide Advanced Primary Care (APC) and Patient-Centered Medical Home (PCMH) Incentive Payment Programs provide financial incentives to primary care practices that have achieved National Committee for Quality Assurance (NCQA) PCMH or APC recognition. This listserv notification pertains only to PCMH or APC-recognized office-based practitioners and the Fee-For-Service (FFS) incentive payment.

The PCMH/APC FFS incentive payment is given as an add-on payment for eligible professional claims billed for primary care services provided to Medicaid FFS members. Historically, the PCMH/APC incentive payment was only made when the Place of Service (POS) referenced on the professional claim was for services rendered to the member in the office – POS 11.

In response to COVID-19 State of Emergency, NYS Medicaid broadly expanded the ability of Medicaid providers to use a wide variety of communication methods to deliver services remotely where face-to-face visits may not be recommended, and it is appropriate for the member. The following revision has been made to allow PCMH/APC-recognized office-based practitioners billing FFS Medicaid for telehealth professional claims to be able to receive the PCMH/APC incentive for those primary care services that would have otherwise been rendered to the member face-to-face, in the office.

- A change has been implemented into the eMedNY claiming system that now allows for the PCMH/APC FFS incentive payment to be made for claims submitted with a POS-02.

**Note:** POS 02 is used where health services and health-related services are provided through telemedicine, store-and-forward, and remote patient monitoring. For these services, providers must bill with place of service code "02" and bill modifier "95", "GT" or "GQ".

Practitioners billing for telephonic communication services via Lanes 1 and 2 of the [Comprehensive Guidance Regarding Use of Telehealth including Telephonic Services During the COVID-19 State of Emergency](#) should reflect the POS location where the

service would have been rendered to the member face-to-face (e.g., office POS 11.)

All other PCMH/APC policy and billing guidelines remain unchanged. Please refer to the [November 2018 Medicaid Update](#) for additional information.

**Questions/Information**

For questions related to:

**Medicaid FFS incentive payments**, including but not limited to missing incentive payments, claim add-on incentive payment amounts, and/or practice/provider recognition dates;

**Contact:** Computer Sciences Corporation (CSC a/k/a CSRA) at 1-800-343-9000 or via email at [emedncallctr@csra.com](mailto:emedncallctr@csra.com) or visit <https://www.emedny.org/> for additional information.

**Providers seeking assistance with FFS Policy;**

**Contact:** [pcmh@health.NY.gov](mailto:pcmh@health.NY.gov)

If you are having problems viewing content within this newsletter, please email [emednyalert@csra.com](mailto:emednyalert@csra.com) for further assistance

The Department has attempted to ensure that the information contained in these notifications is as accurate as possible. However, no e-mail transmittals or materials provided are intended to constitute legal or medical advice.