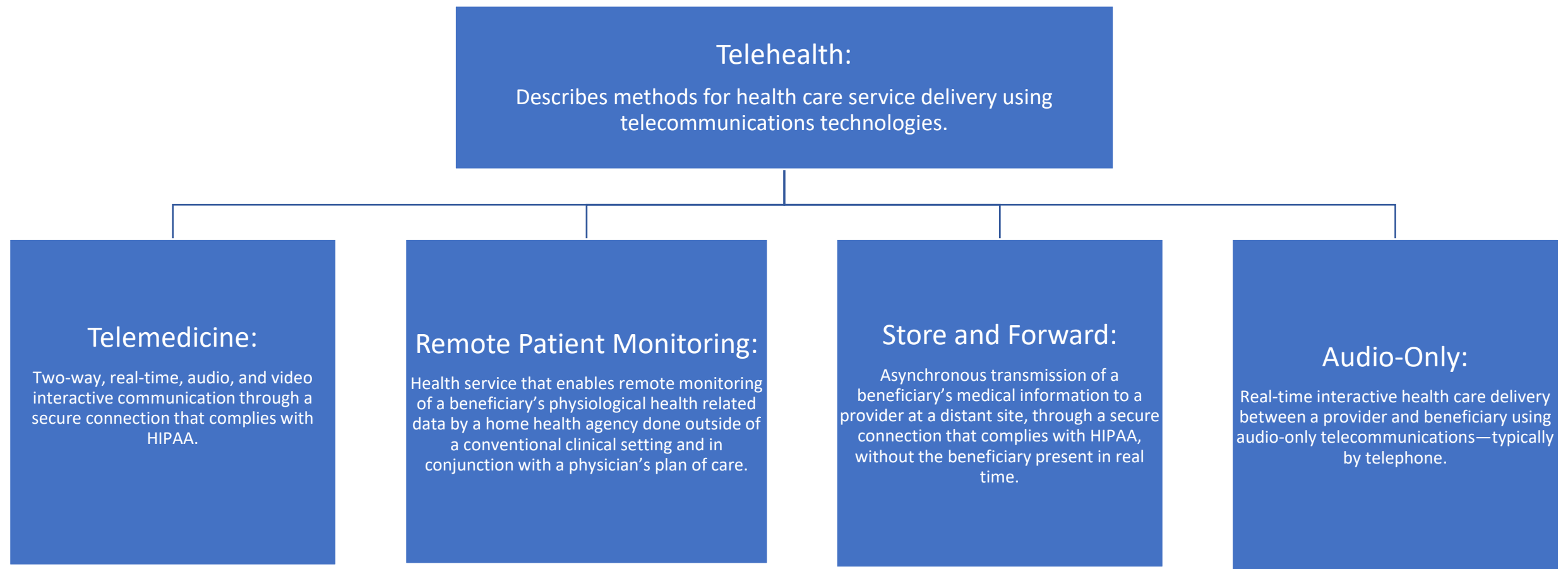


# Vermont Medicaid: Telehealth Coverage

January 2025



# Telehealth Overview



- Telehealth is a **service delivery modality** to reduce barriers to care including:
  - ✓ Increase provider availability
  - ✓ Reduce barriers to transportation
  - ✓ Address rural access
  - ✓ Behavioral health stigma



# Coverage/Provider Requirements

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For the purposes of Vermont Medicaid:

- **Coverage Requirements:** Services must be medically necessary and clinically appropriate to be delivered via telehealth.
- **Provider Requirements:**
  - ✓ Work within the scope of their practice,
  - ✓ Be enrolled with Vermont Medicaid (includes licensure requirements), and
  - ✓ Meet or exceed federal and state legal requirements of medical and health information privacy (including compliance with HIPAA)
  - ✓ Patient consent.

State Regulations:

[18 V.S.A. § 9361](#) Health care providers delivering health care services through telemedicine or by store-and-forward means.

[8 V.S.A. § 4100k](#) Coverage of health care services delivered through telemedicine and by store-and-forward means.

# Telemedicine

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**Telemedicine:** Vermont Medicaid continues to cover health care delivery by telemedicine just as it did before the public health emergency.

Providers may continue to provide telehealth services via real time audio/video with their service-specific codes. Must follow correct coding rules.

Telemedicine Place of Service:

- Place of Service code 10 - Telehealth Provided in Patient's Home and Place of Service
- Place of Service code 02 - Telehealth Provided Other than in Patient's Home

**Audio-Only:** Medically necessary, clinically appropriate services delivered by telephone. During the public health emergency, Vermont Medicaid began reimbursing.

- Providers are reimbursed at the same rate as an in-person or telemedicine visit but must include the following on their claims:
  - Modifier 93 for audio-only services\*
- A list of allowable audio-only codes can be found on the Department of Vermont Health Access website. [List of audio-only covered codes](#)
- <https://dvha.vermont.gov/providers/telehealth>

\*Effective 1/1/2024 modifier 93 replaced the state specific V3 modifier temporarily used during the public health emergency.

## Allowed

- Interactive audio and video communications
- Secure connection
- HIPPA compliant video communications
- Telephone only-limited to code list.

## Not Allowed

- Services that are not also available face-to-face
- Video platforms that are not HIPPA complaint (SKYPE, Face Time, etc.)
- E-mail, text, or fax
- Recordings



# Out of State Licensed Providers

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- Health care providers who hold an out of state license and provide services through telehealth to patients/clients located in the State of Vermont can obtain an Interim Telehealth Registration.
  - Visit the Office of Professional Regulation's (OPR's) website for more information:  
[Telehealth, Registrations and Licensing \(vermont.gov\)](https://www.vermont.gov/professionals/telehealth)
- Interstate compacts allow out of state providers to deliver services via telehealth without separate Vermont licensure.
- All Providers Must
  - ✓ Enroll with Vermont Medicaid
  - ✓ Adhere to compact licensure requirements.
  - ✓ Follow Vermont Medicaid coverage criteria and rules.
  - ✓ Be licensed to practice where the patient is located.



# Vermont Medicaid Resources

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- Healthcare Administrative Rule 3.101 Telehealth  
<https://humanservices.vermont.gov/rules-policies/health-care-rules>
- Telehealth resources including audio-only codes are posted to the DVHA telehealth webpage  
<https://dvha.Vermont.gov/providers/telehealth>
- Gainwell coding billing, enrollment, or other questions
  - General Questions Call Center **1-800-925-1706**
  - Eligibility questions, call VRS line at 800.925.1706, option 1 then option 1 again, or use the web portal services at <https://vtmedicaid.com/#/home>
  - Provider Representative Map for contact information:  
<https://vtmedicaid.com/assets/resources/providerrepmap.pdf>
  - Vermont Medicaid Banners <https://vtmedicaid.com/#/bannermain>
- Vermont Medicaid Provider Portal <https://www.vtmedicaid.com/#/home>
- Vermont Medicaid Fee Schedule <https://www.vtmedicaid.com/#/feeSchedule>