



Date: August 4, 2020

To: Medicaid Hospice Providers

Subject: Information Letter No. IL20-37  
Telemedicine Flexibility for Face-to-Face Reassessments

The purpose of this information letter is to inform Medicaid hospice providers that HHSC is allowing face-to-face reassessments to be conducted as a telemedicine medical service for recertification of hospice services.

As we continue to protect individuals receiving Medicaid hospice services and the public's health, safety, and welfare in response to COVID-19, HHSC is adopting an emergency amendment to 40 Texas Administrative Code §30.14(e) to allow a hospice physician or hospice advanced practice registered nurse to conduct a face-to-face assessment of an individual as a telemedicine medical service, as defined in Texas Government Code §531.001(8), if the sole purpose of the assessment is for hospice recertification.

## **Medicaid Reimbursement**

HHSC will reimburse hospice providers for face-to-face reassessments as a telemedicine medical service for recertification for dates of service beginning March 13, 2020 until the withdrawal or expiration of the emergency rule.

To document that the face-to-face reassessment was delivered remotely, providers can bill CPT codes, 99211-99215, with the 95 modifier as listed in the [Long-term Care Bill Code Crosswalk](#). Additionally, providers should bill place of service code 79-clinic-other when submitting a telemedicine medical service claim.

Providers can refer to the [Texas Medicaid Provider Procedures Manual, Telecommunication Services Handbook](#) for additional information about Texas Medicaid telemedicine medical services and telehealth practices. For assistance with billing claims through TexMedConnect, providers can contact the Texas Medicaid and Healthcare Partnership at 1-800-626-4117, Option 1.

If you have any questions about this letter, please contact the HHSC Hospice Policy staff by email at [HospicePolicy@hhsc.state.tx.us](mailto:HospicePolicy@hhsc.state.tx.us).

Sincerely,

*[Signature on File]*

Emily Zalkovsky  
Deputy Associate Commissioner  
Policy and Program  
Medicaid and CHIP Services Department  
Health and Human Services Commission