

## **Resources:**

We hope to have more information to share with you about telemedicine and ways that Vermont Medicaid can help you and your practice in the near future.

A new section of the DVHA website has been established and already includes some general telemedicine information and reference articles. If you're interested in learning more about this topic in the future, please consider bookmarking this link to our website:

<http://dvha.vermont.gov/providers/telehealth>

## **Contact Us**

### ***Want more information or have questions?***

Please contact your provider representative at:

800-925-1706 (in-state toll free)

802-878-7871 (out-of-state)

# Telehealth Services

Information for Vermont Medicaid Providers





## What is Telehealth?

Telehealth is a term that encompasses multiple methods for healthcare service delivery using telecommunications technologies. Telehealth methods include: telemedicine, “store and forward”, and telemonitoring. This pamphlet will explore telemedicine specifically.

## What is Telemedicine?

Telemedicine is health care delivered by a provider who is located at a distant site to a beneficiary at an originating site for purposes of evaluation, diagnosis, consultation, or treatment using telecommunications technology via two-way, real-time, audio and video interactive communication, through a secure connection that complies with HIPAA.

“There are many good reasons to offer telehealth to patients as an option. It’s accessible and reimbursable. Sometimes it just takes one patient to want to try it and that starts the ball rolling. Many will always prefer in-person services. The more options the better.”

Dr. Rick Barnett,  
Licensed Psychologist-  
Doctorate, Licensed  
Alcohol/Drug Counselor  
Stowe, VT

## Is Telemedicine a Covered Service Under Vermont Medicaid?

Yes - this type of service is reimbursable through VT Medicaid as long as it is clinically appropriate and within the provider’s licensed scope of practice. This includes the provision of mental health and substance use disorder treatment. Vermont Medicaid has an established telemedicine Place of Service (POS) code 02 (Telehealth) for use by practitioners providing telehealth services from off site.

## What are the benefits of telemedicine?

Diversifying treatment options with telemedicine is something you may want to consider as a supplemental way to ensure client recovery and well-being.

- Telemedicine can not only increase client access to treatment options, but also improve the quality and frequency of care.
- Telemedicine can redistribute the knowledge of specialists over a larger geographic area and improve access no matter the location.

## Do clients like telemedicine?

Client interest in telemedicine techniques is quite high, and the health outcomes are promising.

One study found an 80% completion rate for a telehealth outpatient substance use disorder treatment program, which is nearly double the completion rate of 41% for traditional outpatient treatment. Some of the studies have found that people prefer telehealth because of the convenience and increased confidentiality.