

Louisiana HB 530 Information regarding Telehealth/Telemedicine

Telemedicine means the practice of health care delivery, diagnosis, consultation, treatment, and transfer of medical data using interactive telecommunication technology that enables a health care practitioner and a patient at two locations separated by distance to interact via two-way video and audio transmissions simultaneously.

Telehealth means a mode of delivering healthcare services that utilizes information and communication technologies to enable the diagnosis, consultation, treatment, education, care management, and self-management of patients at a distance from healthcare providers. Telehealth allows services to be accessed when providers are in a distant site and patients are in the originating site.

- a. Prudential Health does cover telehealth/telemedicine.
- b. Coverage for telehealth/telemedicine and in-person services are the same. This coverage is subject to the same terms, conditions, and limitations of Your Policy. Please refer to Your Policy for specific benefits covered.
- c. Please make sure providers provide proper CPT codes for telehealth/telemedicine when submitting claims.
- d. Remote patient monitoring will be reimbursed if the following items are met:
 - i. An assessment, problem identification, and evaluation which includes all of the following:
 1. Assessment and monitoring of clinical data including but not limited to appropriate vital signs, pain levels, and other biometric measures specified in the plan of care and an assessment of responses to previous changes in the plan of care.
 2. Detection of condition changes based on the telemedicine or telehealth encounter that may indicate the need for a change in the plan of care.
 - ii. Implementation of a management plan through one or more of the following:
 1. Teaching regarding medication management as appropriate based on the telemedicine or telehealth findings for that encounter.
 2. Teaching regarding other interventions as appropriate to both the patient and the caregiver.
 3. Management and evaluation of the plan of care including changes in visit frequency or addition of other skilled services.
 4. Coordination of care with the ordering healthcare provider regarding the telemedicine or telehealth findings.
 5. Coordination and referral to other healthcare providers as needed.
 6. Referral for an in-person visit or the emergency room as needed.

- iii. The entity that will provide the remote monitoring services shall have protocols in place to address all of the following:
 1. Authentication and authorization of users.
 2. A mechanism for monitoring, tracking, and responding to changes in the patient's clinical condition.
 3. A standard of acceptable and unacceptable parameters for the patient's clinical parameters, which can be adjusted based on the patient's condition.
 4. How monitoring staff will respond to abnormal parameters for the patient's vital signs, symptoms, or lab results.
 5. The monitoring, tracking, and responding to changes in the patient's clinical condition.
 6. The process for notifying the prescribing healthcare provider for significant changes in the patient's clinical signs and symptoms.
 7. The prevention of unauthorized access to the system or information.
 8. System security, including the integrity of information that is collected, program integrity, and system integrity.
 9. Information storage, maintenance, and transmission.
 10. Synchronization and verification of patient profile data.
 11. Notification of the patient's discharge from the remote patient monitoring services or the deinstallation of the remote patient monitoring unit.