

April 14, 2020

Telehealth Follow Up: IT System Changes Effective April 15

The Ohio Department of Medicaid (ODM) is pleased to announce that **effective April 15 all claims systems, including MITS and all managed care plan systems, will be reprogrammed to accept the GT modifier on claims for Medicaid services allowed to be delivered via telehealth.**

Please remember the GT modifier is the indicator that Medicaid services have been delivered via telehealth. Services that are rendered via telehealth should be marked with the GT modifier.

Providers are reminded that they must maintain documentation of services delivered via telehealth prior to and after the IT system changes are made. Providers should maintain documentation to support any necessary exceptions to the billing guidance while working to provide access to care for individuals during this time of emergency.

Once the IT system changes are implemented on April 15, 2020, to the extent possible, providers should comply with the new billing guidance. ***To clarify, BH providers have time to configure your IT systems to include the GT modifiers after April 15. The MCO will process claims with or without the GT modifier for telehealth services while the transition with coding changes are made.*** Providers do not need to hold billing or modify your IT system by April 15. Rather, MITS, the MCOs, and MyCare plans are now ready to accept the GT modifier on all claims delivered by telehealth. Providers are encouraged to act in good faith to make system adjustments and begin including the GT modifier as soon as is reasonable.

BH Provider Manual Updated to Reflect Telehealth

ODM also announced today that a revised version of the [Medicaid Behavioral Health Provider Manual](#) has been published on the BH.Medicaid.Ohio.gov web site. The revised manual reflects the emergency changes for services that can be delivered using a variety of telehealth methods during the COVID-19 emergency.

For more details regarding the services eligible to be delivered via telehealth, please refer to the materials [HERE](#) presented during the Telehealth webinars offered April 1-2, and the MITS BITS on telehealth service delivery [HERE](#).

For more information on Behavioral Health Medicaid Redesign, visit <http://bh.medicaid.ohio.gov>. We value your feedback and questions. Submit inquiries [HERE](#).

