

Network Notification – Humana Healthy Horizons in Louisiana

**Notice date:** March 17, 2023 (Updated May 24, 2023)  
**To:** Humana Healthy Horizons® in Louisiana Provider Network  
**From:** Humana Healthy Horizons in Louisiana  
**Subject:** Louisiana Department of Health Telemedicine/Telehealth Health Plan Advisory Updates

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The Louisiana Department of Health (LDH) announced on Friday, March 17, 2023, that it updated three of its telemedicine/telehealth health plan advisories. Changes were made to the following advisories:

- [Health Plan Advisory 20-7](#): Telemedicine/Telehealth Facilitation of Mental Health Rehabilitation Services During the COVID-19 Declared Emergency

The Louisiana Department of Health (LDH), acknowledging the need for the continued facilitation of mental health rehabilitation (MHR) services during the public health emergency (PHE) declared as a result of the COVID-19 pandemic, encouraged and reimbursed for the use of telemedicine/telehealth services. This went into effect for services delivered on and after March 20, 2020.

With the public health emergency set to expire on May 11, 2022, LDH has revised this previous guidance. Effective May 12, 2023, mental health rehabilitation services shall be provided through an in-person delivery method in accordance with federal requirements and the [Medicaid Behavioral Health Services Provider Manual](#).

A licensed mental health professional (LMHP) may continue to provide mental health rehabilitation assessments through telehealth using a secure telecommunication system that is compliant with Health Insurance Portability and Accountability Act of 1996 (HIPAA) requirements. Assessments that an LMHP conducts through telehealth should include synchronous, interactive, real-time electronic communication comprising audio and visual elements, unless clinically appropriate and based on documented member consent effective May 12, 2023.

On May 22, 2023, LDH received CMS approval to allow Community Psychiatric Support and Treatment (CPST) services via telehealth. This approval was made effective for dates of service on and after May 1, 2023, allowing for uninterrupted CPST telehealth services to Louisiana residents. Providers may continue to bill CPST services with the telehealth modifier, when meeting required clinical considerations, telehealth guidelines, and communication requirements. LDH is updating the [Medicaid Behavioral Health Services Manual](#) to reflect the CPST allowance.

- [Health Plan Advisory 20-8](#): Telemedicine/Telehealth Facilitation by Licensed Mental Health Practitioners

Humana Healthy Horizons in Louisiana is a Medicaid Product of Humana Benefit Plan of Louisiana, Inc.

## During the COVID-19 Declared Emergency

LDH, acknowledging the need for the continued facilitation of outpatient behavioral health services during the PHE declared as a result of the COVID-19 pandemic, encouraged and reimbursed for the use of telemedicine/telehealth services. This went into effect for services delivered on and after March 21, 2020.

With the public health emergency set to expire on May 11, 2022, LDH has revised this previous guidance. Effective May 12, 2023, mental health rehabilitation services shall be provided through an in-person delivery method in accordance with federal requirements and the [Medicaid Behavioral Health Services Provider Manual](#).

As stated in the manual, LMHPs may perform assessments, evaluations, individual psychotherapy, family psychotherapy and medication management through telemedicine/telehealth. Assessments and evaluations conducted by an LMHP through telehealth should include synchronous, interactive, real-time electronic communication comprising audio and visual elements, unless clinically appropriate and based on documented member consent effective May 12, 2023.

Provider responsibilities when providing services delivered through telehealth include:

- Delivering telehealth services in accordance with all state and federal laws, including HIPAA and any HIPAA-related directives from the Office for Civil Rights at the Department of Health and Human Services
- Delivering telehealth services in accordance with rules set forth by their respective professional licensing board and accepted standards of clinical practice
- Maintaining documentation for the services delivered through the use of telehealth and documenting the specific telehealth modality used
- Using the appropriate procedure code(s), modifiers, and place of service codes

An LMPH must deliver psychological testing and group therapy through an in-person service delivery method beginning May 12, 2023, unless otherwise allowed per the Manual or subsequent Louisiana Department of Health (LDH)-issued notices.

- [Health Plan Advisory 20-9](#): Telemedicine/Telehealth Facilitation of Outpatient Substance Use Disorder Treatment During the COVID-19 Declared Emergency

LDH, acknowledging the need for the continued facilitation of Outpatient Substance Use Disorder (OP-SUD) treatment services during the PHE declared as a result of the COVID-19 pandemic, encouraged and reimbursed for the use of telemedicine/telehealth services. This went into effect for services delivered on and after March 21, 2020.

With the public health emergency set to expire on May 11, 2022, LDH has revised this previous guidance. Effective May 12, 2023, mental health rehabilitation services shall be provided through an in-person delivery method in accordance with federal requirements and the [Medicaid Behavioral Health Services Provider Manual](#).

As stated in the manual, LMHPs may perform assessments, evaluations, individual psychotherapy, family psychotherapy and medication management through telemedicine/telehealth. Assessments and evaluations

conducted by an LMHP through telehealth should include synchronous, interactive, real-time electronic communication comprising audio and visual elements, unless clinically appropriate and based on documented member consent effective May 12, 2023.

Methadone admission visits conducted by the admitting physician within Opioid Treatment Programs are not allowed via telecommunication technology.

Provider responsibilities when providing services delivered through telehealth include:

- Delivering telehealth services in accordance with all state and federal laws, including HIPAA and any HIPAA-related directives from the Office for Civil Rights at the Department of Health and Human Services
- Delivering telehealth services in accordance with rules set forth by their respective professional licensing board and accepted standards of clinical practice
- Maintaining documentation for the services delivered through the use of telehealth and documenting the specific telehealth modality used
- Using the appropriate procedure code(s), modifiers, and place of service codes

An LMPH must deliver psychological testing and group therapy through an in-person service delivery method beginning May 12, 2023, unless otherwise allowed per the Manual or subsequent Louisiana Department of Health (LDH)-issued notices.

Effective May 12, 2023, only LMHPs and psychiatrists shall be allowed to conduct substance use disorder screenings and assessments via telemedicine/telehealth.

Effective May 12, 2023, OP-SUD treatment groups must be provided through an in-person delivery method.

You can find a full list of [LDH health plan advisories](#) on its [Provider & Plan Resources webpage](#).