



State of Vermont  
Agency of Human Services  
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Waterbury, VT 05671-1000

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# Global Commitment Register

September 1, 2023

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GCR 23-076  
FINAL

## Vermont Medicaid Telehealth Coverage

### **Policy Summary:**

The Vermont Medicaid program continues to allow audio-only (telephone) services for a defined list of codes beyond the end of the COVID-19 public health emergency. The list of codes mirrors the Medicare allowance for audio-only codes and includes additional codes that are clinically appropriate and align with correct coding guidelines. Vermont Medicaid will consider coverage of audio-only services that are not on the approved list when unforeseen circumstances necessitate a service to be delivered audio-only.

This change is being made in response to the end of the COVID-19 public health emergency. Since March of 2020, Vermont Medicaid implemented changes to assure access to care during the PHE when patients were not able to travel to a health care facility. DVHA continues to support access to care using audio-only services when clinically appropriate and in alignment with correct coding requirements.

Vermont Medicaid will cover audio-only (telephone) services with a V3 modifier to signify the service was done via audio-only. Guidance on Vermont Medicaid coverage for telehealth services, including the list of audio-only service codes, can be found on the Department of [Vermont Health Access \(DVHA\) website](#). Telemedicine services continue to be covered as clinically appropriate when rendered via real time audio and video.

These flexibilities will continue through December 31, 2024. Over the next 18 months, DVHA will review the services delivered via telehealth and encourages Medicaid providers and stakeholders to work with Vermont Medicaid on this review.

### **Effective Date:**

July 1, 2023

### **Authority/Legal Basis:**

[Medicaid State Plan](#)

### **Population Affected:**

All Medicaid

**Fiscal Impact:** This change is expected to be budget neutral.

**Public Comment Period:**

The public comment period ended July 20, 2023. No comments were received.

To be added to the GCR email list, send an email to [AHS.MedicaidPolicy@vermont.gov](mailto:AHS.MedicaidPolicy@vermont.gov).

**Additional Information:**

[Telehealth Health Care Administrative Rule 3.101](#)

[DVHA Telehealth Website](#)

[Medicare Telehealth Services](#)