



State of Vermont  
Agency of Human Services  
280 State Drive, Center Building  
Waterbury, VT 05671-1000

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# Global Commitment Register

March 23, 2020

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GCR 20-031  
CLARIFICATION

## **\*\*COVID-19 Emergency Response\*\***

[Please see the Department of Vermont Health Access COVID-19 site for important information](#)

## **Technology-Based Triage Consultations and Telephonic Services**

### **Policy Summary:**

As part of the response to the [COVID-19 Public Health Emergency](#), Vermont Medicaid is taking steps to ensure Vermonters have access to necessary care and that health care professionals can deliver that care in a safe and timely way. To assist providers in delivering services effectively and limiting exposure of both providers and patients, Vermont Medicaid is temporarily allowing the following technology-based changes:

- 1) Technology-based Triage Consultations (G0071 (FQHCs and RHCs only), G2010, and G2012):  
Providers can receive payment for brief technology-based consultations (e.g. ‘virtual check-in’ via telephone and remote evaluation of a recorded image) with established patients to determine whether an office visit or other service is needed. These codes should not be billed if the consultation results in an office visit or other service within 24 hours or the next available appointment or if the consultation is related to an Evaluation and Management service provided in the previous 7 days.
- 2) Services delivered via Audio-Only telephone:  
Traditional services delivered via audio-only telephone will be covered and reimbursed at the same rate as if the service was delivered in person provided the services are medically necessary and clinically appropriate for delivery by telephone.

Additional information and billing guidance is available in the [March 18, 2020 memo to Vermont Medicaid Providers regarding expansion of technology-based and telephonic services](#). The memo also provides a link to the Office for Civil Rights release on the waiver of HIPAA violations for using everyday communications technologies, such as Skype or FaceTime.

[Vermont Medicaid currently allows telehealth service delivery options](#) for clinically appropriate services, which providers are strongly encouraged to utilize.

**Effective Date:**

Effectively immediately, lasting for the duration of the COVID-19 Public Health Emergency unless otherwise noticed.

**Authority/Legal Basis:**

[Medicaid State Plan](#)

[Global Commitment to Health Waiver](#): Waiver authority #5 [Section 1902(a)(13), 1902(a)(30)]; Special Term and Condition #29.

[COVID-19 Public Health Emergency](#)

**Population Affected:**

All Medicaid

**Additional Information:**

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