

Apple Health (Medicaid) coverage for telemedicine services

HCA reimburses providers for telemedicine services as related to RCW 74.09.325

Telemedicine services provide an important and rapidly evolving suite of access tools for providers and patients for medical, dental, and behavioral health services.

This document provides information about how to find policies and guidance for billing for telemedicine services. It *does not* provide advice on how to deliver or receive health care or provide medical advice.

An example of a covered telemedicine service includes:

A client/patient calls a provider's office to request an appointment due to respiratory symptoms and a fever. Instead of making an initial in-person appointment, the provider's office could set up an appointment with the provider via telemedicine with the client at home. This is an eligible service and the provider could bill for reimbursement of the services.

For Apple Health (Medicaid) clients:

The provider would need to check client eligibility in ProviderOne to see which type of insurance coverage the client is eligible to receive. Instructions on navigating ProviderOne is in the [ProviderOne Billing and Resource Guide](#) on page 20.

Apple Health (Medicaid) program	Link to policy/payment information	Customer service number
Fee-for-service (FFS)	Physician related service / Healthcare professional services billing guide	1-800-562-3022
Managed Care Organizations (MCOs)		
Molina	Molina COVID-19 resources	1-855-322-4082
United	Telemedicine policy	1-877-542-9231
Amerigroup	Telemedicine FAQ	1-800-454-3730
Community Health Plan of WA	Telehealth services	1-800-440-1561
Coordinated Care of WA	Telehealth services	1-877-644-4613