



Frequently Asked Questions: COVID-19 and Behavioral Health Providers

March 19, 2020

Q: Can Behavioral Health providers deliver MassHealth-covered services, such as psychotherapy, via telephone?

A: Yes. See MassHealth All Provider Bulletin 289 for details regarding coverage of services delivered via telehealth (including telephonically).

Q: Under MassHealth All Provider Bulletin 289, MassHealth states they will cover “medically necessary telehealth (including telephone and live video) services” to members. Does this mean only for services that include live video or does it mean telephone only or telephone combined with live video?

A: MassHealth is encouraging broad utilization of telehealth technologies to ensure that members are able to continue to receive MassHealth covered services. All providers, including physical health and behavioral health providers, will be able to bill for covered services that are provided either telephonically or through a live video platform (both are not required).

Q: Can Behavioral Health providers deliver and bill for group therapy via Telehealth, including in Partial Hospitalization and Intensive Outpatient Programs?

A: Yes, group therapy may be conducted via telehealth modalities. See MassHealth All Provider Bulletin 289 for details regarding coverage of services delivered via telehealth.

Q: Are Opioid Treatment Programs (OTPs) included in the telehealth guidance issued by MassHealth under All Provider Bulletin 289, considering OTPs use different codes from standard outpatient?

A: Yes, OTP is included and should continue to use their existing codes for services delivered via telehealth.

Q: Will MassHealth pay for take-home visits for methadone treatment during this time?

A: MassHealth and the Managed Care Entities will pay for all medically necessary covered opioid treatment services, including methadone, buprenorphine, and naltrexone that is provided via take-homes in accordance with guidance issued by the Bureau of Substance Addiction Services.

Q: Does direct service still require that a licensed supervisor be on site when an unlicensed BH clinician is providing face-to-face, telephonic or telehealth services to patients?

A: Telehealth technology can be used to provide clinical supervision.

Q: Can Recovery Coaches and Recovery Support Navigators provide services via telehealth? Is this inclusive of existing members as well as new referrals?

A: Yes, Recovery Coach and Recovery Support Navigator services can be provided via telehealth.