

COVID-19 Guidance: Targeted Case Management Through Remote Delivery

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Note: Texas Medicaid managed care organizations must provide all medically necessary, Medicaid-covered services to eligible clients. Administrative procedures such as prior authorization, pre-certification, referrals and claims/encounter data filing may differ from traditional Medicaid (fee-for-service) and from MCO to MCO. Providers should contact the client's specific MCO for details.

Case management may be delivered through synchronous audio-visual technologies or telephone (audio-only). For Mental Health Targeted Case Management and Targeted Case Management for Early Childhood Intervention (ECI), providers should bill procedure code T1017 using the 95 modifier to indicate that remote delivery occurred.

For case management providers in other programs, utilize existing billing codes and modifiers along with the 95 modifier to indicate that remote delivery occurred.

For more information, call the TMHP Contact Center at 800-925-9126.

Have questions?

If you have any additional questions or need assistance, please call the FirstCare Provider Line at:

STAR 1-800-431-7798

CHIP 1-877-639-2447

For more information about this notice and other changes to Texas Medicaid due to COVID-19, [click here](#).