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To: Coordinated care organizations

From: Dave Inbody, CCO Operations Director
Medicaid Programs

Subject: Telehealth-only providers permitted during the federal public health emergency

The Oregon Health Authority (OHA) is clarifying that during the federal public health emergency (PHE), contracting with telehealth-only providers is permissible as long as a clear and timely referral process is available if a member requests in-person services.

OHA encourages the delivery of medically necessary and appropriate physical, behavioral and oral health services through live audio and video interaction between the patient and their health care provider if requested or preferred by the patient.

Why is this happening?

Per Oregon Administrative Rules (OARs) 410-141-3566 and 410-120-1990, members must have a choice between telehealth and in-person services. OHA recognizes that during the PHE, telehealth-only providers can help reduce challenges to ensure member preference and safety, network adequacy and timeliness.

Provider Directory requirements for street addresses

Provider Directories currently require including street addresses for providers. During the PHE, OHA will waive the street address requirement if the provider is identified as telehealth only.

Future rule changes

Later this year, OHA plans to hold rule advisory committees (RACs) for telehealth-related rules effective January 1, 2023. Invitations and more information about future RACs will be shared and posted on the [Rules Advisory Committee Information page](#) at a later date.

Helpful resources

- Telehealth delivery information is included in the [Oregon Medicaid COVID-19 Provider Guide](#)
- Timeliness standards are included in [OAR 410-141-3515 Network Adequacy](#)
- [OAR 410-141-3566 Telemedicine and Telehealth Delivered Health Service](#)
- [OAR 410-120-1990 Telehealth](#)

Questions?

If you have any questions, please contact Medicaid.Programs@dhs.oha.state.or.us. Thank you for your continued support of the Oregon Health Plan and the services you provide to our members.