

IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS BT202232 APRIL 26, 2022

FSSA clarifies virtual case management services per SEA 284

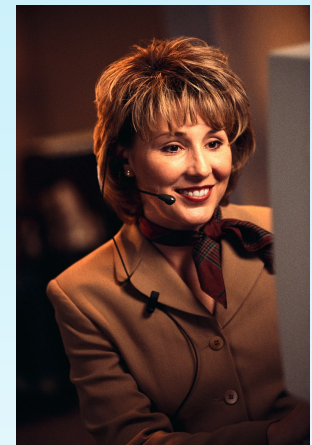
Consistent with the Indiana Health Coverage Programs (IHCP) telehealth policy, [Senate Enrolled Act \(SEA\) 284](#) (effective July 1, 2022) clarifies that for the purposes of telehealth “health care services” does not include case management services, care management services, service coordination services or care coordination services:

- As defined in [Indiana Code IC 12-7-2-25](#)
- Provided to individuals under the Indiana Medicaid program or Medicaid waivers
- Provided to individuals under any other programs administered by the Indiana Family and Social Services Administration (FSSA) or Indiana Department of Health

Traditionally, case management includes activities such as service coordination, resource facilitation and service linkage, which can be delivered in person, by phone, via email or through video conferencing.

Within this context, the individual FSSA divisions, such as the Office of Medicaid Policy and Planning (OMPP), Division of Aging (DA) and Division of Disability and Rehabilitative Services (DDRS), retain the authority to set parameters and approve or deny the ability to bill for case management provided virtually under existing Medicaid authorities. Under the Home- and Community-Based Services (HCBS) Family Supports Waiver (FSW) and Community Integration and Habilitation (CIH) Waiver, the case management service definition was amended effective Jan. 1, 2022, to allow flexibility in how Individual Support Team meetings are conducted, based on the preference of the individual receiving case management services. These preferences include virtual or video conferencing.

Therefore, case management services, including virtual or video conferencing, will be reimbursable by the OMPP per this policy if the individual prefers this method of service delivery, and the service is within the parameters established by the FSSA division under existing Medicaid authorities.



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