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Educational Video and Infographics Now Available to Providers: Telemedicine and Telehealth Delivery

Educational Video and Infographics Now Available to Providers: Telemedicine and Telehealth Delivery of Behavioral Health Medicaid Benefits

Background:

As mandated by Texas House Bill 4, 87th Legislature, Regular Session, 2021, the Texas Health and Human Services Commission (HHSC) implemented changes to the permanent delivery of some of the behavioral health Medicaid benefits by synchronous audiovisual or synchronous telephone (audio-only) technology, effective September 1, 2022.

MCOs must share this information with providers to assist providers in understanding the changes. HHSC created an [educational video that is posted on the Texas Medicaid & Healthcare Partnership's \(TMHP's\) YouTube channel](#) and [Learning Management System \(LMS\)](#). Additionally, HHSC created two infographics outlining the changes that are also posted to TMHP's [LMS](#).

Key Details:

An educational video and infographics are available to providers as of February 2, 2024 via the TMHP [YouTube channel](#) and [Learning Management System \(LMS\)](#).

Action:

Providers must have a username and password to access training in the LMS. To get a username and password, providers must create an account by completing the [New User Registration](#) form on the LMS homepage.

New LMS users can access materials and take courses immediately after they register. Providers can always access computer-based training and additional training materials on the LMS.

For more information, call the TMHP Contact Center at 800-925-9126. For LMS access issues, email TMHP LMS support at TMHPTrainingSupport@tmhp.com.

Resources:

For information about telemedicine/telehealth delivery of a Texas Medicaid behavioral health benefit, refer to the appropriate handbook in the [Texas Medicaid Provider Procedures Manual \(TMPPM\)](#).

Contact:

For questions, please contact the Medicaid and Dental Benefits general mailbox at medicaidbenefitrequest@hhsc.state.tx.us

Type: Informational

To: CHIP; STAR; STAR+PLUS; STARHEALTH; STAR_KIDS

From: Policy