

Ohio



At A Glance

MEDICAID REIMBURSEMENT

- Live Video: Yes
- Store-and-Forward: Yes*
- Remote Patient Monitoring: Yes
- Audio Only: Yes

PRIVATE PAYER LAW

- Law Exists: Yes
- Payment Parity: No

PROFESSIONAL REQUIREMENTS

- Licensure Compacts: ASLP-IC, CC, DT, IMLC, NLC, OT, PA, PSY, PTC, SW
- Consent Requirements: Yes

STATE RESOURCES

1. Medicaid Program: Ohio Medicaid
2. Administrator: Ohio Department of Job and Family Services
3. Regional Telehealth Resource Center: Upper Midwest Telehealth Resource Center

Private Payer

DEFINITIONS

Last updated 06/09/2025

“Telehealth services” has the same meaning as in section 4743.09 of the Revised Code.

SOURCE: OH Revised Code Annotated, 3902.30(A)(5).(Accessed Jun. 2025).

“Telehealth services” means health care services provided through the use of information and communication technology by a health care professional, within the professional’s scope of practice, who is located at a site other than the site where either of the following is located:

- The patient receiving the services;
- Another health care professional with whom the provider of the services is consulting regarding the patient.

SOURCE: OH Revised Code Section 4743.09. (Accessed Jun. 2025).

REQUIREMENTS

Last updated 06/09/2025

A health benefit plan shall provide coverage for telehealth services on the same basis and to the same extent that the plan provides coverage for the provision of in-person health care services. A health benefit plan shall not exclude coverage for a service solely because it is provided as a telehealth service.

A health benefit plan shall not impose any annual or lifetime benefit maximum in relation to telehealth services other than such a benefit maximum imposed on all benefits offered under the plan.

A health benefit plan shall not impose a cost-sharing requirement for telehealth services that exceeds the cost-sharing requirement for comparable in-person health care services.

A health benefit plan shall not impose a cost-sharing requirement for a communication when all of the following apply:

- The communication was initiated by the health care professional.
- The patient consented to receive a telehealth service from that provider on any prior occasion.

- The communication is conducted for the purposes of preventive health care services only.

This section shall not be construed as doing any of the following:

- Requiring a health plan issuer to reimburse a health care professional for any costs or fees associated with the provision of telehealth services that would be in addition to or greater than the standard reimbursement for comparable in-person health care services;
- Requiring a health plan issuer to reimburse a telehealth provider for telehealth services at the same rate as in-person services;
- Requiring a health plan issuer to provide coverage for asynchronous communication that differs from the coverage described in the applicable health benefit plan.

The superintendent of insurance may adopt rules in accordance with Chapter 119. of the Revised Code as necessary to carry out the requirements of this section. Any such rules adopted by the superintendent are not subject to the requirements of division (F) of section 121.95 of the Revised Code.

SOURCE: OH Revised Code Annotated, 3902.30. (Accessed Jun. 2025).

Professional Regulation

A health care professional providing telehealth services may charge a health plan issuer for durable medical equipment used at a patient or client site.

A health care professional may negotiate with a health plan issuer to establish a reimbursement rate for fees associated with the administrative costs incurred in providing telehealth services as long as a patient is not responsible for any portion of the fee.

A health care professional providing telehealth services shall obtain a patient's consent before billing for the cost of providing the services, but the requirement to do so applies only once.

SOURCE: Ohio Revised code 4743.09, (Accessed Jun. 2025).

PARITY

Last updated 06/09/2025

SERVICE PARITY

A health benefit plan shall provide coverage for telehealth services on the same basis and to the same extent that the plan provides coverage for the provision of in-person health care services.

A health benefit plan shall not exclude coverage for a service solely because it is provided as a telehealth service.

A health plan issuer shall reimburse a health care professional for a telehealth service that is covered under a patient's health benefit plan. Division (B)(3) of this section shall not be construed to require a specific reimbursement amount.

A health benefit plan shall not impose any annual or lifetime benefit maximum in relation to telehealth services other than such a benefit maximum imposed on all benefits offered under the plan.

A health benefit plan shall not impose a cost-sharing requirement for telehealth services that exceeds the cost-sharing requirement for comparable in-person health care services.

SOURCE: OH Revised Code Annotated, 3902.30. (Accessed Jun. 2025).

PAYMENT PARITY

A health plan issuer shall reimburse a health care professional for a telehealth service that is covered under a patient's health benefit plan. Division (B)(3) of this section shall not be construed to require a specific reimbursement amount.

SOURCE: OH Revised Code Annotated, 3902.30. (Accessed Jun. 2025).

Professional Regulation

A health care professional providing telehealth services may charge a health plan issuer for durable medical equipment used at a patient or client site.

A health care professional may negotiate with a health plan issuer to establish a reimbursement rate for fees associated with the administrative costs incurred in providing telehealth services as long as a patient is not responsible for any portion of the fee.

SOURCE: Ohio Revised code 4743.09, (Accessed Jun. 2025).

Medicaid

OVERVIEW

Last updated 06/09/2025

Ohio Medicaid reimburses for live video telemedicine. Store-and-forward is only reimbursed for certain communication technology-based service codes. Certain remote physiologic monitoring codes are reimbursed along with FQHCs being reimbursed through the FFS under clinic provider type 50 for remote patient monitoring. Audio-only is incorporated into the definition of telehealth in OH Medicaid and is reimbursed for certified community behavioral health centers for CPST and SUD case management. It is also reimbursed through certain telehealth service codes.

DEFINITIONS

Last updated 06/09/2025

“Telehealth” is the direct delivery of health care services to a patient related to the diagnosis, treatment, and management of a condition.

Telehealth is the interaction with a patient via synchronous, interactive, real-time electronic communication that includes both audio and video elements; OR

The following activities that are asynchronous or do not have both audio and video elements:

- Telephone calls
- Remote patient monitoring
- Communication with a patient through secure electronic mail or a secure patient portal

For services rendered by behavioral health providers as defined in rule 5160-27-01 of the Administrative Code, telehealth is further defined in rule 5122-29-31 of the Administrative Code.

SOURCE: The Ohio Department of Medicaid. Telehealth Billing Guide. 7/15/2022 (updated Jan. 2025), p. 3-4. & OAC 5160-1-18. (Accessed Jun 2025).

Telehealth is the direct delivery of services to a patient via secure, synchronous, interactive, real-time electronic communication with both video and audio elements.

SOURCE: The Ohio Department of Medicaid. Office of Policy Hospital Billing Guidelines. pg. 49, Revised 7/26/2021. (Accessed Jun 2025).

Conversations or electronic communication between practitioners regarding a patient without the patient present is not considered telehealth unless the service would allow billing for practitioner to practitioner communication in a non-telehealth setting.

SOURCE: OAC 5160-1-18. (Accessed Jun. 2025).

Mental Health Services

Telehealth means the use of, real-time audiovisual communications of such quality as to permit accurate and meaningful interaction between at least two persons, one of which is a certified provider of the service being provided pursuant to Chapter 5122-25 of the Administrative Code. Asynchronous modalities that do not have both audio and video elements are considered telehealth.

SOURCE: OAC 5122-29-31. (Accessed Jun. 2025).

“Telemedicine” or “telemedical,” as used in this chapter, have the same meaning as “telehealth” as defined in agency 5122 of the Administrative Code pertaining to telehealth.

SOURCE: OAC 5122-40-01. (Accessed Jun. 2025).

“Telehealth service” means a health care service delivered to a patient through the use of interactive audio, video, or other telecommunications or electronic technology from a site other than the site where the patient is located.

SOURCE: OH Revised Code, Sec. 5164.95. (Accessed Jun. 2025).

Managed Care

Telehealth, as defined in emergency rule 5160-1-21* of the Ohio Administrative Code (OAC), is the direct delivery of healthcare services to a patient via synchronous, interactive, real-time electronic communication comprising both audio and video elements; or activities that are asynchronous and do not have both audio and video elements such as telephone calls, images transmitted via facsimile machine, and electronic mail.

Telehealth is an umbrella term for remote care that may include healthcare education and administration as well as real-time clinical services. Telemedicine, a subset of telehealth, describes real-time clinical healthcare services provided through electronic technology when distance separates the patient and healthcare provider.

SOURCE: Managed Care Plan Provider Telehealth Resource Guide, pg. 3, (Accessed Jun. 2025).

“Teledentistry” means the delivery of dental services through the use of synchronous, real-time communication and the delivery of services of a dental hygienist or expanded function dental auxiliary pursuant to a dentist’s authorization as defined in section 4715.43 of the Revised Code.

SOURCE: OAC 3701-56-03. (Accessed Jun. 2025).

LIVE VIDEO

Last updated 06/09/2025

POLICY

Ohio Medicaid covers live video telehealth for certain eligible providers wherever the covered individual is located.

Telehealth is the interaction with a patient via synchronous, interactive, real-time electronic communication that includes both audio and video elements; OR -The following activities that are asynchronous or do not have both audio and video elements:

- Telephone calls
- Remote patient monitoring
- Communication with a patient through secure electronic mail or a secure patient portal

For services rendered by behavioral health providers as defined in rule 5160-27-01 of the Administrative Code, telehealth is further defined in rule 5122-29-31 of the Administrative Code.

SOURCE: The Ohio Department of Medicaid. Telehealth Billing Guide. 7/15/2022 (Updated Jan. 2025), p. 3-4. & OAC 5160-1-18. (Accessed Jun. 2025).

The department of Medicaid shall establish standards for Medicaid payments for health care services the department determines are appropriate to be covered by the Medicaid program when provided as telehealth services. The standards shall be established in rules adopted under section 5164.02 of the Revised Code.

In accordance with section 5162.021 of the Revised Code, the Medicaid director shall adopt rules authorizing the directors of other state agencies to adopt rules regarding the Medicaid coverage of telehealth services under programs administered by the other state agencies. Any such rules adopted by the Medicaid director or the directors of other state agencies are not subject to the requirements of division (F) of section 121.95 of the Revised Code.

SOURCE: OH Revised Code, Sec. 5164.95.(B) (Accessed Jun. 2025).

Individuals who meet the definition of inmate in a penal facility or a public institution as defined in rule 5160:1-1-03 of the Administrative Code are not eligible for telehealth

services under this rule.

SOURCE: OH Admin Code 5160-1-18(E)(6). (Accessed Jun. 2025).

Mental Health

No initial in person visit is necessary to initiate services using telehealth modalities. The decision of whether or not to provide initial or occasional in-person sessions shall be based upon client choice, appropriate clinical decision-making, and professional responsibility, including the requirements of professional licensing, registration or credentialing boards.

SOURCE: OH Admin Code 5122-29-31 (Accessed Jun. 2025).

Teledentistry

The department of medicaid shall establish standards for medicaid payments for services provided through teledentistry. The standards shall provide coverage for services to the same extent that those services would be covered by the medicaid program if the services were provided without the use of teledentistry.

SOURCE: OH Revised Code, Sec. 5164.951. (Accessed Jun. 2025).

Managed Care Entities

In accordance with the MCE provider agreements, MCEs shall cover telehealth services as specified in this document. Providers are directed to contact the MCEs directly with questions about telehealth claims. This document has been developed specifically for MCEs, and outlines requirements related to payment for telehealth services as well as information regarding the provider types allowed to deliver services through telehealth. The telehealth services included in this document reiterate the requirements outlined in Ohio Administrative Code (OAC) rule 5160-1-18, Telehealth Services, effective 07/15/2022.

SOURCE: Ohio Department of Medicaid, Telehealth Services: Guidelines for Managed Care Entities, Applies to dates of service on or after July 15, 2022, Updated 1/2025, (Accessed Jun. 2025).

ELIGIBLE SERVICES/SPECIALTIES

If the practitioner site does not bill the Ohio Department of Medicaid (ODM) directly (i.e., holds a contractual agreement with the practice), the patient site or practice who holds the contractual agreement may instead bill for the service delivered using telehealth.

SOURCE: The Ohio Department of Medicaid. Telehealth Billing Guide. 7/15/2022 (updated Jan. 2025), p. 12. (Accessed Jun. 2025).

The following services are eligible for payment when delivered through telehealth from the practitioner site:

- When provided by a patient centered medical home, or behavioral health providers, evaluation and management of a new patient described as “office or other outpatient visit” with medical decision making not to exceed moderate complexity.
- Evaluation and management of an established patient described as “office or other outpatient visit” with medical decision making not to exceed moderate complexity.
- Inpatient or office consultation for a new or established patient when providing the same quality and timeliness of care to the patient other than by telehealth is not possible
- Mental health or substance use disorder services described as “psychiatric diagnostic evaluation” or “psychotherapy”
- Remote evaluation of recorded video or images submitted by an established patient.
- Virtual check-in by a physician or other qualified health care professional who can report evaluation and management services, provided to an established patient.
- Online digital evaluation and management service for an established patient.
- Remote patient monitoring.
- Audiology, speech-language pathology, physical therapy, and occupational therapy services, including services provided in the home health setting.
- Medical nutrition services.
- Lactation counseling provided by dietitians.
- Psychological and neuropsychological testing.
- Smoking and tobacco use cessation counseling.
- Developmental test administration.
- Limited or periodic oral evaluation.
- Hospice services.
- Private duty nursing services.
- State plan home health services.
- Dialysis related services.
- Services under the specialized recovery services (SRS) program as defined in rule 5160-43-01 of the Administrative Code.

- Notwithstanding paragraph (D)(2) of this rule, behavioral health services covered under Chapter 5160-27 of the Administrative Code.
- Optometry services.
- Pregnancy education services.
- Diabetic self-management training (DSMT) services.
- Other services if specifically authorized in rule promulgated under agency 5160 of the Administrative Code.

SOURCE: OH Admin Code 5160-1-18(D). (Accessed Jun. 2025).

New telehealth service codes 98000-98016 were added. See letter for detailed list.

SOURCE: OH Department of Medicaid, Medicaid Advisory Letter No. 676, Current Procedural Terminology (CPT) and Healthcare Common Procedure Coding System (HCPCS) Level II updates, Jan. 1, 2025, (Accessed Jun. 2025).

Mental Health

The following are the services that may be provided via telehealth:

- General services
- CPST service
- Therapeutic behavioral services and psychosocial rehabilitation service
- Peer recovery services
- SUD case management service
- Crisis intervention service
- Assertive community treatment service
- Intensive home-based treatment service
- Mobile response and stabilization service

Individuals receiving residential and withdrawal management substance use disorder services as defined in rule 5122-29-09 of the Administrative Code or mental health day treatment service as defined in rule 5122-29-06 of the Administrative Code may receive any of the component services listed in paragraph (E) of this rule through telehealth.

SOURCE: OAC 5122-29-31. (Accessed Jun. 2025).

Services are allowed to be provided through telehealth pursuant to agency 5122 of the Administrative Code pertaining to telehealth, and these services are to be documented

in accordance with rules. Telehealth services including induction of any form of medication assisted treatment will only be allowed in accordance with federal and state standards.

SOURCE: OAC 5122-40-09(C). (Accessed Jun. 2025).

Medication units may also provide telecounseling services if they provide appropriate privacy and adequate space with appropriately credentialed staff in accordance with all federal and state regulation. Telecounseling services may include individual or group sessions. Medication units that choose to provide telecounseling will:

- Provide telecounseling services with appropriate application of clinical judgment to best meet patient treatment needs;
- Be in compliance with paragraphs (H)(3) and (H)(4) of rule 5122-40-09 of the Administrative Code; and
- Ensure that every patient has a designated program counselor, as described in 42 C.F.R. 8.12(f)(5)(i), who is the primary contact for behavioral health treatment and care coordination. While the patient may utilize other counselors for emergencies, all counseling, including telecounseling, will be handled by the program counselor. Opioid treatment programs will maintain clear and accurate caseload records for auditing purposes.

SOURCE: OAC 5122-40-15, (Accessed Jun. 2025).

Mobile Response and Stabilization Service

The community behavioral health services provider is to be able to provide all allowable services by telehealth as defined in agency 5122 of the Administrative Code pertaining to telehealth.

MRSS is intended to be delivered in-person where the young person or the young person's family is located, such as their home or a community setting. There are instances where MRSS may be delivered using a telehealth modality when clinically appropriate. Common times that telehealth would be appropriate include, but are not limited to:

- When the young person or their family requests MRSS delivery using telehealth modalities;
- When there is a contagious medical condition present in the home;
- When there is inclement weather that prevents or makes it dangerous for the MRSS team to travel to the young person or their family; or
- When a mobile response has been requested but a clinician is not available to respond, in person, as part of the MRSS team.

If a clinician is unable to be present in person at the location described in paragraph (L)(2)(a) of this rule, the QBHS, certified family peer supporter, or certified youth peer supporter is to contact the MRSS team's clinician before leaving the premises of the site of the response so that the clinician can participate in the initial response by telehealth. If a telehealth connection cannot be made and sustained at the site of the response, the clinician is to be available for telephone consultation or is to go to the site of the response.

SOURCE: OAC 5122-29-14 (Accessed Jun. 2025).

Managed Care

Many clinically appropriate services that can be delivered virtually will be eligible for telehealth coverage, including but not limited to: sick visits, well visits, prenatal and postpartum care, behavioral health, and monitoring of chronic conditions. This is especially important for Medicaid members who experience a variety of access related barriers to care and social determinants of health. All Telemedicine/Telehealth services must be medically necessary and documented and in the applicable medical record in order to be reimbursable. Documentation may be requested to support medical necessity reviews.

See guide for telehealth visit code set.

SOURCE: Managed Care Plan Provider Telehealth Resource Guide, pg. 3-7, (Accessed Jun. 2025).

Behavioral Health

See Behavioral Health manual for telehealth modifier and Place of Service allowed for the different types of services.

SOURCE: Ohio Department of Medicaid, Medicaid Behavioral Health State Plan Services, Provider Requirements and Reimbursement Manual, Version 1.25, Effective 8/27/24, (Accessed Jun. 2025).

Intensive Home Based Treatment (IHBT) Service

IHBT is an intensive service that consists of multiple in person contacts per week with the child/adolescent and family, which includes collateral contacts related to the behavioral health needs of the child/adolescent as documented in the individual client record (ICR) as required by Chapter 5122-27 of the Administrative Code. IHBT can be provided via telehealth in accordance with rule 5122-29-31 of the Administrative Code.

SOURCE: OH Administrative Code 5122-29-28. (Accessed Jun. 2025).

Payment may be made for IHBT services rendered face-to-face in person or via telehealth in accordance with rule 5122-29-31 of the Administrative Code.

SOURCE: OH Administrative Code 5160-59-03.3. (Accessed Jun. 2025).

Outpatient Hospital

Hospital providers are eligible to bill for telehealth services provided by licensed psychologists and independent practitioners not eligible to separately bill a professional claim. Telehealth services identified in the Appendix to Ohio Administrative Code (OAC) rule 5160-1-18 are covered to the extent they appear on the EAPG covered code list.

SOURCE: The Ohio Department of Medicaid. Telehealth Billing Guide. 7/15/2022 (updated Jan. 2025), p. 8. (Accessed Jun. 2025).

Federally Qualified Health Center and Rural Health Clinics

For a covered telehealth service that is also an FQHC or RHC prospective payment system (PPS) service, the face-to-face requirement is waived, and payment is made in accordance with Chapter 5160-28 of the Administrative Code.

Medical nutrition therapy and lactation services rendered by eligible FQHC and RHC practitioners will be paid under the PPS.

- When these services are rendered by a practitioner not listed in Chapter 5160-28 of the Administrative Code, these services shall be paid through FFS under the clinic provider type 50 (using ODM's payment schedules).

Group therapy will continue to be paid through FFS as a covered non-FQHC/RHC service under the clinic provider type 50 (using ODM's payment schedules).

Services under the Specialized Recovery Services (SRS) program are not currently covered FQHC or RHC services.

SOURCE: The Ohio Department of Medicaid. Telehealth Billing Guide. 7/15/2022 (updated Jan. 2025), p. 9. (Accessed Jun. 2025).

Federally Qualified Health Center

A visit may be conducted through telehealth if the service is rendered in accordance with rule 5160-1-18 of the Administrative Code.

SOURCE: OH Administrative Code 5160-28-01. (Accessed Jun. 2025).

Dental/Teledentistry

Dentists may provide a limited problem-focused oral exam (CDT D0140) or periodic oral evaluation (D0120) through telehealth under this rule.

- When billing for the procedure on a professional claim, providers should use the GT modifier to indicate the service was provided through telehealth. There is no need to report D9995.
- When billing for the procedure on a dental claim, providers should include procedure code D9995 to indicate the service was provided through telehealth.
- Dental services furnished through telehealth at FQHCs are covered under 5160-1-18 and are paid as covered FQHC dental services. See manual for billing details.

SOURCE: The Ohio Department of Medicaid. Telehealth Billing Guide. 7/15/2022 (Updated Jan. 2025), p. 9-10. (Accessed Jun. 2025).

“Teledentistry” means the delivery of dental services through the use of synchronous, real-time communication and the delivery of services of a dental hygienist or expanded function dental auxiliary pursuant to a dentist’s authorization as defined in section 4715.43 of the Revised Code.

In order to qualify as teledentistry activities, both the originating site(s) (location of the patient) and the approved practice site(s) must be located in dental health resource shortage areas.

All teledentistry activities must be conducted at the practice site(s) specified in the dentist’s contract.

SOURCE: OAC 3701-56-03. (Accessed Jun. 2025).

Hospice

According to 42 CFR § 418.204 (d), Hospice services may be provided using telehealth when clinically appropriate during a public health emergency. This flexibility was in place for the COVID-19 public health emergency and expired 12/31/2024. In order to track the services that are provided through telehealth, the appropriate procedure codes below in addition to using the modifier GT must be used on any claims that include at least one telehealth component for that date of service. See manual for billing details

SOURCE: The Ohio Department of Medicaid. Telehealth Billing Guide. 7/15/2022 (Updated Jan. 2025), p. 10. (Accessed Jun. 2025).

Home Health Services

Home health services, the RN assessment service and the RN consultation service can be provided using telehealth when clinically appropriate. These services should be billed

using the procedure codes below. The value “02” should be used to indicate telehealth as the “Place of Service” on all claims for services provided using telehealth. See guide for codes.

SOURCE: The Ohio Department of Medicaid. Telehealth Billing Guide. 7/15/2022 (Updated Jan. 2025), p. 11. (Accessed Feb. 2025).

The face-to-face encounter may be completed using telehealth.

SOURCE: Ohio Administrative Code 5160-12-01, (Accessed Jun. 2025).

Nursing Facilities

Nursing facilities (NF) are reimbursed for all telehealth related services through the NF per diem rate. NFs do not bill for the telehealth related services they provide. Per the telehealth rule 5160-1-18, physicians and other eligible providers may bill for the services they provide to nursing facility residents from the practitioner’s site in accordance with the rule. When nursing facilities provide telehealth related services to their residents, they report the costs they incur for those services on the Medicaid NF cost report. See guide for codes.

SOURCE: The Ohio Department of Medicaid. Telehealth Billing Guide. 7/15/2022 (Updated Jan. 2025), p. 11. (Accessed Jun. 2025).

In accordance with rule 5160-1-18 of the Administrative Code, physician visits may be provided via telehealth.

SOURCE: Ohio Administrative Code 5160-3-19(4). (Accessed Jun. 2025).

Home Health and Private Duty Nursing

Reimbursement of home health or private duty nursing (PDN) services in accordance with this chapter are on a per visit basis. A “visit” is the duration of time that a covered home health service or private duty nursing (PDN) service is provided during an in-person or telehealth encounter to one or more individuals receiving medicaid at the same residence on the same date during the same time period.

A visit begins with the provision of a covered service and ends when the in-person or telehealth encounter ends.

SOURCE: Ohio Administrative Code 5160-12-04, (Accessed Jun. 2025).

Registered Nurse Assessment and Registered Nurse Consultation Services

The RN assessment may be completed using telehealth.

SOURCE: Ohio Administrative Code 5160-12-08, (Accessed Jun. 2025).

Comprehensive Maternal Care (CMC) Program

It is the responsibility of the CMC entity to:

- Offer at least one alternative to traditional office visits to increase access to the patient care team and clinicians in ways that best meet the needs of the population. This may include e-visits, telehealth, phone visits, group visits, home visits, alternate location visits, or expanded hours in the early mornings, evenings, or weekends

SOURCE: OAC 5160-19-03. (Accessed Jun. 2025).

Enhanced Ambulatory Patient Groups (EAPG)

List of CPT and HCPCS codes covered for EAPG when telehealth is used.

SOURCE: OH Dept. of Medicaid, Revised 3/31/25. (Accessed Jun. 2025).

Nursing Facility-Based Level Care of Home and Community-Based Services: Home Care Attendant Services

All other RN home care attendant service visits may be conducted via telehealth, unless the individual's needs necessitate an in-person visit.

“RN home care attendant service visit” means the visit every ninety days between the RN and the individual receiving home care attendant services as required by paragraph (G) (8) of this rule. The visit may be conducted by via telehealth, unless the individual's needs necessitate in-person visit.

SOURCE: OAC 5160-44-27, (Accessed Jun. 2025).

Nursing facility-based level of care home and community-based services programs: waiver nursing services

Non-agency LPNs, at the direction of an RN will: Conduct a visit with the directing RN at least every sixty days after the initial visit to evaluate the provision of waiver nursing services and LPN performance, and to ensure that waiver nursing services are being provided in accordance with the approved plan of care and within the LPN's scope of practice. The visit may be conducted via telehealth.

SOURCE: OAC 5160-44-22, (Accessed Jun. 2025).

Ohio home care waiver

At least twice per year, the RN will conduct RN assessment visits in-person. All other RN assessment service visits may be conducted via telehealth, unless the individuals needs

necessitate an in-person visit. When the RN performs an RN assessment visit, the RN will bill the state plan nursing assessment code set forth in appendix A to rule 5160-12-08 of the Administrative Code.

SOURCE: OAC 5160-46-04, (Accessed Jun. 2025).

Doula Services

During a coverage period, payment may be made for the following doula services: ...

- Antepartum and postpartum support services, including consultation and telehealth visits, provided in fifteen-minute units up to a maximum of forty-eight units

SOURCE: OAC 5160-8-43, (Accessed Jun. 2025).

Managed Care Entities

The appendices to this document have identified the service codes that should allow Medicaid to pay as primary, as follows:

- Codes that are not covered for Medicare or primary insurance as telehealth have a 'No' in the Medicare Telehealth Coverage column.
- Codes that are covered for Medicare when rendered by telephone as telehealth have 'Yes' in the Audio-only interaction allowed by Medicare column.

ODM periodically reviews telehealth coding changes from Medicare to add/remove codes. The billing guidelines may not always have the most up-to-date coding changes and MCEs should note that providers can still provide these services to dually eligible individuals and if Medicare pays, MCEs should consider payment of cost sharing even if ODM does not cover that service in FFS.

See guidelines for list of codes.

Managed Care Organizations must allow Applied Behavioral Analysis (ABA) services to be available through telehealth under the current guidelines. If the provider is not enrolled with Medicaid, a single case agreement would be needed.

See manual for chart with modifiers depending if a professional services or FQHC/RHC.

All services identified in this document and the appendix to rule 5160-1-18 may be delivered through telehealth. Other practitioners and services authorized in rules promulgated under agency 5160 of the Administrative Code may also be delivered through telehealth. This includes procedure codes with a telehealth description added to appendix DD of rule 5160-1-60.

Providers should use professional judgment when delivering telehealth services and should select the appropriate procedure code that reflects the service provided.

SOURCE: Ohio Department of Medicaid, Telehealth Services: Guidelines for Managed Care Entities, Applies to dates of service on or after July 15, 2022, Updated 1/2025, (Accessed Jun. 2025).

ELIGIBLE PROVIDERS

Eligible providers:

- Physicians, Psychiatrists
- Ophthalmologist (in billing guide only)
- Podiatrist (in billing guide only)
- Psychologist
- Physician Assistant
- Dentist
- Advanced Practice Registered Nurses:
 - Clinical Nurse Specialists
 - Certified Nurse Midwives
 - Certified Nurse Practitioners
- Licensed Independent Social Workers
- Licensed Independent Chemical Dependency Counselors, Supervised practitioners, trainees, residents, and interns
- Licensed Independent Marriage and Family Therapists
- Licensed Professional Clinical Counselors
- Dietitians
- Audiologist, speech-language pathologists, speech-language pathology aides, audiology aides, and individuals holding a conditional license
- Occupational and physical therapists and occupational and physical therapist assistants
- Speech-Language Pathologist
- Home health aide and hospice aides (in admin code only)

- Practitioners who are supervised or cannot practice independently (see billing guide for list but many are listed above as well (i.e. physical therapist assistant)
- Audiology Aide (in billing guide only)
- Individuals holding a conditional license as described in section 4753.071 of the Revised Code (in billing guide only)
- Registered Nurses (RN) and Licensed Practical Nurses (LPN) working in a hospice setting (through 12/31/2024). (in billing guide only)
- Registered Nurses (RN) and Licensed Practical Nurses (LPN) working in a home health setting. (in billing guide only)
- Non-Agency Nurses (in billing guide only)
- Medicaid school program (MSP) practitioners described in 5160-35 of the Administrative Code
- Behavioral health practitioners (in admin code only)
- Optometrists
- Pharmacists
- Chiropractors (in billing guide only)
- Practitioners enrolled with the International Board-Certified Lactation Consultant (IBCLC) specialty under OAC 5160-8-42 effective 10/1/2024
- Other practitioners if specifically authorized in rule promulgated under Agency 5160 of the Administrative Code.

Types of providers able to bill: Rendering practitioners listed above, except:

- Supervised practitioners
- Occupational therapy assistant
- Physical therapist assistant
- Speech-language pathology and audiology aides
- Individuals holding a conditional license
- Registered Nurses (RN) and Licensed Practical Nurses (LPN) working in a hospice or home health setting (through 12/31/2024) (in billing guide only)
- Registered Nurses (RN) and Licensed Practical Nurses (LPN) working in a home health setting

Other providers able to bill include:

- Professional Medical or Dental Group
- Federally Qualified Health Center

- Rural Health Clinic
- Ambulatory health care clinics
- Outpatient hospitals on behalf of licensed psychologists and independent practitioners not eligible to separately bill when practicing in an outpatient hospital setting.
- Psychiatric Hospitals providing OPHBH services
- Medicaid school program (MSP)
- Private duty or non-Agency nurses
- Pharmacies (submitted on a professional claim)
- Chiropractors (in billing guide only)
- Doula (09) effective 10/3/2024 (in billing guide only)
- Home health and hospice agencies (in admin code only)
- Behavioral health providers (in admin code only)
- Hospitals operating an outpatient hospital behavioral health program (in admin code only)
- Independent practitioners enrolled with the International Board-Certified Lactation Consultant (IBCLC) specialty under OAC 5160-8-42 effective 10/1/2024 (in billing guide only)
- Other practitioners if specifically authorized in rule promulgated under Agency 5160 of the Administrative Code (in billing guide only)

SOURCE: The Ohio Department of Medicaid. Telehealth Billing Guide. 7/15/2022 (Updated Jan. 2025), p. 6. & OH Administrative Code 5160-1-18, (Accessed Jun. 2025).

To the extent permitted under rules adopted under section 5164.02 of the Revised Code and applicable federal law, the following practitioners are eligible to provide telehealth services covered pursuant to this section:

- A physician licensed under Chapter 4731. of the Revised Code to practice medicine and surgery, osteopathic medicine and surgery, or podiatric medicine and surgery;
- A psychologist, independent school psychologist, or school psychologist licensed under Chapter 4732. of the Revised Code;
- A physician assistant licensed under Chapter 4730. of the Revised Code;
- A clinical nurse specialist, certified nurse-midwife, or certified nurse practitioner licensed under Chapter 4723. of the Revised Code;
- An independent social worker, independent marriage and family therapist, or professional clinical counselor licensed under Chapter 4757. of the Revised Code;

- An independent chemical dependency counselor licensed under Chapter 4758. of the Revised Code;
- A supervised practitioner or supervised trainee;
- An audiologist or speech-language pathologist licensed under Chapter 4753. of the Revised Code;
- An audiology aide or speech-language pathology aide, as defined in section 4753.072 of the Revised Code, or an individual holding a conditional license under section 4753.071 of the Revised Code;
- An occupational therapist or physical therapist licensed under Chapter 4755. of the Revised Code;
- An occupational therapy assistant or physical therapist assistant licensed under Chapter 4755. of the Revised Code.
- A dietitian licensed under Chapter 4759. of the Revised Code;
- A chiropractor licensed under Chapter 4734. of the Revised Code;
- A pharmacist licensed under Chapter 4729. of the Revised Code;
- A genetic counselor licensed under Chapter 4778. of the Revised Code;
- An optometrist licensed under Chapter 4725. of the Revised Code to practice optometry;
- A respiratory care professional licensed under Chapter 4761. of the Revised Code;
- A certified Ohio behavior analyst certified under Chapter 4783. of the Revised Code;
- A practitioner who provides services through a medicaid school program;
- Subject to section 5119.368 of the Revised Code, a practitioner authorized to provide services and supports certified under section 5119.36 of the Revised Code through a community mental health services provider or community addiction services provider;
- Any other practitioner the medicaid director considers eligible to provide telehealth services.

In accordance with division (B) of this section and to the extent permitted under rules adopted under section 5164.02 of the Revised Code and applicable federal law, the following provider types are eligible to submit claims for medicaid payments for providing telehealth services:

- Any practitioner described in division (C)(1) of this section, except for those described in divisions (C)(1)(g), (i), and (k) of this section;
- A professional medical group;
- A federally qualified health center or federally qualified health center look-alike, as defined in section 3701.047 of the Revised Code;

- A rural health clinic;
- An ambulatory health care clinic;
- An outpatient hospital;
- A medicaid school program;
- Subject to section 5119.368 of the Revised Code, a community mental health services provider or community addiction services provider that offers services and supports certified under section 5119.36 of the Revised Code;
- Any other provider type the medicaid director considers eligible to submit the claims for payment.

When providing telehealth services under this section, a practitioner shall comply with all requirements under state and federal law regarding the protection of patient information. A practitioner shall ensure that any username or password information and any electronic communications between the practitioner and a patient are securely transmitted and stored.

When providing telehealth services under this section, every practitioner site shall have access to the medical records of the patient at the time telehealth services are provided.

SOURCE: Ohio Revised Statute Sec. 5164.95, (Accessed Jun. 2025).

Outpatient Hospitals

Hospital providers are eligible to bill for telehealth services provided by licensed psychologists and independent practitioners not eligible to separately bill a professional claim. Telehealth services identified in the Appendix to Ohio Administrative Code (OAC) rule 5160-1-18 are covered to the extent they appear on the EAPG covered code list, located on our website: <https://www.medicaid.ohio.gov/provider/feescheduleandrates>.

Outpatient hospital telehealth services will pay according to the Enhanced Ambulatory Patient Grouping (EAPG) pricing methodology as described in OAC rule 5160-2-75.

Federally Qualified Health Center and Rural Health Clinics

For a covered telehealth service that is also an FQHC or RHC service, the face-to-face requirement is waived.

Nursing Facilities

Nursing facilities (NF) are reimbursed for all telehealth related services through the NF per diem rate. NFs do not bill for the telehealth related services they provide. Per the

telehealth rule 5160-1-18, physicians and other eligible providers may bill for the services they provide to nursing facility residents from the practitioner's site in accordance with the rule. When nursing facilities provide telehealth related services to their residents, they report the costs they incur for those services on the Medicaid NF cost report. See manual for codes.

SOURCE: The Ohio Department of Medicaid. Telehealth Billing Guide. 7/15/2022 (Updated Jan. 2025), p. 9, (Accessed Jun. 2025).

Teledentistry

“Teledentistry” means the delivery of dental services through the use of synchronous, real-time communication and the delivery of services of a dental hygienist or expanded function dental auxiliary pursuant to a dentist's authorization as defined in section 4715.43 of the Revised Code.

All teledentistry activities must be conducted at the practice site(s) specified in the dentist's contract.

SOURCE: OAC 3701-56-03. (Accessed Jun. 2025).

Managed Care Entities

See manual for chart of eligible rendering providers, their provider type number, and whether or not they are eligible for telehealth.

*Along with modifier GT. Modifiers GC and GE are to be used to indicate a resident performed a service under the direction of a teaching physician or that the resident has a primary care exception. These modifiers would be situational depending on who provided the service and are not specific to telehealth.

If the practitioner site does not bill the Ohio Department of Medicaid (ODM) directly (i.e., holds a contractual agreement with the practice), the patient site or practice who holds the contractual agreement may instead bill for the service delivered using telehealth.

- If the physical location of the practitioner at the time of service is not known, the POS code reported on the claim should reflect the location of the billing provider.

SOURCE: Ohio Department of Medicaid, Telehealth Services: Guidelines for Managed Care Entities, Applies to dates of service on or after July 15, 2022, Updated 1/2025, (Accessed Jun. 2025).

ELIGIBLE SITES

“Patient site” is the physical location of the patient at the time a health care service is provided through the use of telehealth.

If the patient is at one of the following locations, a specific modifier identifying the type of location is required:

- The patient’s home (including homeless shelter, assisted living facility, group home, and temporary lodging);
- School;
- Inpatient hospital;
- Outpatient hospital;
- Nursing facility;
- Intermediate care facility for individuals with an intellectual disability.

The “practitioner site” is the physical location of the treating practitioner at the time a health care service is provided through the use of telehealth.

The place of service (POS) code reported on a professional claim must reflect the physical location of the practitioner. See billing guide for more information.

SOURCE: Ohio Administrative Code 5160-1-18. & The Ohio Department of Medicaid. Telehealth Billing Guide. 7/15/2022 (Updated Jan. 2025), p. 10, (Accessed Jun. 2025).

The place of service (POS) code reported on a professional claim must reflect the physical location of the practitioner. The POS code set is maintained by the Centers for Medicare and Medicaid Services (CMS) and can be found here:

https://www.cms.gov/Medicare/Coding/place-of-servicecodes/Place_of_service_code_set

- Place of service code 02 (Telehealth not provided in patient’s home) and 10 (Telehealth provided in patient’s home) will not be accepted on claims where Medicaid is the primary payer, unless otherwise stated in these billing guidelines.

SOURCE: The Ohio Department of Medicaid. Telehealth Billing Guide. 7/15/2022 (Updated Jan. 2025), p. 13, (Accessed Jun. 2025).

Medicaid covered individuals can access telehealth services wherever they are located. Locations include, but are not limited to:

- Home
- School
- Temporary housing

- Homeless shelter
- Nursing Facility
- Hospital
- Group home
- Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/IIDs)

Penal facility or public institution such as jail or prison (09), per federal exclusion

In most cases, the “GT” modifier is required to identify the service delivery through telehealth. See instructions for your specific program area or provider type for further clarification.

In most cases, the place of service code reported on the claim must be the location of the practitioner. See instructions for your specific program area or provider type for further clarification.

Telehealth place of service codes 02 and 10 will not be accepted unless stated otherwise in provider specific billing guidelines.

See billing guidance for appropriate modifiers depending on the place of service.

SOURCE: The Ohio Department of Medicaid. Telehealth Billing Guide. Revised 7/15/2022, p. 4-7. (Accessed Jun. 2024).

Modifiers recognized by Ohio Medicaid:

- GT Identifies a service as telehealth
- U1 Used to identify the patient location of “home” when a telehealth service was delivered
- U2 Used to identify the patient location of “school” when a telehealth service was delivered
- U3 Used to identify the patient location of “inpatient hospital” when a telehealth service was delivered
- U4 Used to identify the patient location of “outpatient hospital” when a telehealth service was delivered
- U5 Used to identify the patient location of “nursing facility” when a telehealth service was delivered
- U6 Used to identify the patient location of “Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID)” when a telehealth service was delivered

SOURCE: Ohio Department of Medicaid, Modifiers Recognized by Ohio Medicaid, Jan. 28, 2022, (Accessed Jun. 2025).

For services delivered via telehealth, providers may use either the place of service code that reflects the location of the practitioner or the location of the patient. The appendix to OAC 5160-27-03 includes a list of allowable places of service codes for each procedure code. Please note, place of service code 02 is not allowed. Providers should use the GT modifier to identify telehealth services.

SOURCE: Ohio Department of Medicaid, Medicaid Behavioral Health State Plan Services, Provider Requirements and Reimbursement Manual, Version 1.25, Effective 8/27/24, pg. 97 (Accessed Jun. 2025).

Teledentistry

All teledentistry activities must be conducted at the practice site(s) specified in the dentist's contract.

SOURCE: OAC 3701-56-03. (Accessed Feb. 2025).

Managed Care Entities

There is no limitation on the patient or practitioner site except for penal facilities or public institutions in accordance with OAC rule 5160:1-1-03. In accordance with section 5121 of the Consolidated Appropriations Act of 2023, U.S.C. 1396a, screening and diagnostic services are covered for incarcerated individuals under the age of 21 in the 30 days prior to release from the public institution. The POS code set is maintained by the Centers for Medicare and Medicaid Services (CMS).

If the practitioner site does not bill the MCE directly (i.e., holds a contractual agreement with the practice), the patient site or practice who holds the contractual agreement may instead bill for the service delivered using telehealth.

- In such cases, ODM recommends the place of service (POS) code reported on the professional claim should reflect the location of the billing provider if the rendering practitioner's location is unknown.

Place of service 02 (Telehealth) will not be accepted on FFS claims where Medicaid is the primary payer. While FFS does not accept POS 02 and POS 10, MCEs may choose to allow these codes to identify telehealth services.

See manual for patient location modifiers.

The place of service (POS) code reported on a professional claim must reflect the physical location of the practitioner. The POS code set is maintained by the Centers for Medicare and Medicaid Services (CMS) and can be found here: [Place of Service Code Set | CMS](#). As of 1/1/2025, place of service code 09 may be used when services are delivered to

youth under 21 prior to release in accordance with section 5122 of the Consolidated Appropriations Act (CAA).

SOURCE: Ohio Department of Medicaid, Telehealth Services: Guidelines for Managed Care Entities, Applies to dates of service on or after July 15, 2022, Updated 1/2025, (Accessed Jun. 2025).

GEOGRAPHIC LIMITS

There is no limitation on the practitioner or patient site.

SOURCE: The Ohio Department of Medicaid. Telehealth Billing Guide. 7/15/2022 (Updated Jan. 2025), p. 4, (Accessed Jun. 2025).

FACILITY/TRANSMISSION FEE

No Reference Found

STORE-AND-FORWARD

Last updated 06/09/2025

POLICY

“Telehealth” is the direct delivery of health care services to a patient related to diagnosis, treatment, and management of a condition.

Telehealth is the interaction with a patient via synchronous, interactive, real-time electronic communication that includes both audio and video elements; OR

The following activities that are asynchronous or do not have both audio and video elements:

- Telephone calls
- Remote patient monitoring
- Communication with a patient through secure electronic mail or a secure patient portal

For services rendered by behavioral health providers as defined in rule 5160-27-01 of the Administrative Code, telehealth is further defined in rule 5122-29-31 of the Administrative Code.

SOURCE: The Ohio Department of Medicaid. Telehealth Billing Guide. 7/15/2022 (Updated Jan. 2025) & OAC 5160-1-18. (Accessed Jun. 2025).

Conversations or electronic communication between practitioners regarding a patient without the patient present is not considered telehealth unless the service would allow billing for practitioner to practitioner communication in a non-telehealth setting.

SOURCE: OAC 5160-1-18. (Accessed Jun. 2025).

ELIGIBLE SERVICES/SPECIALTIES

G2010, which is the remote evaluation of recorded video and/or images submitted by an established patient (e.g. store and forward) is listed as a covered telehealth service.

SOURCE: The Ohio Department of Medicaid. Telehealth Billing Guide. 7/15/2022 (Updated Jan. 2025), (Accessed Jun. 2025).

GEOGRAPHIC LIMITS

No Reference Found

TRANSMISSION FEE

No Reference Found

REMOTE PATIENT MONITORING

Last updated 06/09/2025

POLICY

Telehealth is the interaction with a patient via synchronous, interactive, real-time electronic communication that includes both audio and video elements; OR

The following activities that are asynchronous or do not have both audio and video elements:

- Telephone calls

- Remote patient monitoring
- Communication with a patient through secure electronic mail or a secure patient portal

For services rendered by behavioral health providers as defined in rule 5160-27-01 of the Administrative Code, telehealth is further defined in rule 5122-29-31 of the Administrative Code.

SOURCE: The Ohio Department of Medicaid. Telehealth Billing Guide. 7/15/2022 (Updated Jan. 2025) & OAC 5160-1-18. (Accessed Jun. 2025).

Remote physiologic monitoring codes 99453, 99454, 99457, and 99458 are listed as a covered telehealth service.

SOURCE: The Ohio Department of Medicaid. Telehealth Billing Guide. 7/15/2022, pg. 23, (Updated Jan. 2025), (Accessed Jun. 2025).

Federally Qualified Health Center and Rural Health Clinics

Remote patient monitoring will be paid through FFS as a covered non-PPS service under the clinic provider type 50 (using ODM's payment schedules).

SOURCE: The Ohio Department of Medicaid. Telehealth Billing Guide. 7/15/2022, pg. 9, (Updated Jan. 2025), (Accessed Jun. 2025).

CONDITIONS

No Reference Found

PROVIDER LIMITATIONS

No Reference Found

OTHER RESTRICTIONS

No Reference Found

EMAIL, PHONE & FAX

Last updated 06/09/2025

“Telehealth” is the direct delivery of health care services to a patient related to diagnosis, treatment, and management of a condition.

Telehealth is the interaction with a patient via synchronous, interactive, real-time electronic communication that includes both audio and video elements; OR

The following activities that are asynchronous or do not have both audio and video elements:

- Telephone calls
- Remote patient monitoring
- Communication with a patient through secure electronic mail or a secure patient portal

For services rendered by behavioral health providers as defined in rule 5160-27-01 of the Administrative Code, telehealth is further defined in rule 5122-29-31 of the Administrative Code.

SOURCE: The Ohio Department of Medicaid. Telehealth Billing Guide. 7/15/2022 (Updated Jan. 2025), p. 3-4. & OAC 5160-1-18. (Accessed Jun. 2025).

The American Medical Association has formally adopted modifier 93 for reporting audio-only telehealth services. ODM, however, is not adopting this modifier at this time.

SOURCE: OH Medicaid, Medicaid Advisory Letter (MAL) No 667 (Jan. 3, 2023). (Accessed Jun. 2025).

Audio-only telephone services represented by codes 999441-99443 have been deleted by the AMA. New telehealth service codes 98000-98016 were added. See letter for detailed list.

SOURCE: OH Department of Medicaid, Medicaid Advisory Letter No. 676, Current Procedural Terminology (CPT) and Healthcare Common Procedure Coding System (HCPCS) Level II updates, Jan. 1, 2025, (Accessed Jun. 2025).

Pre-admission Screening and Resident Review

Pre-admission Screenings and Resident Reviews (PASRR) should be completed via the electronic HENS system as they are today as these screenings are primarily via desk review. In instances where a face-to-face is required, a telephonic and/or desk review is permissible. Level II evaluations can be provided either by telephone or desk review when appropriate. There is no system or reimbursement impact as these functions are supported by the level II entities and the applicable contractor.

SOURCE: The Ohio Department of Medicaid. Telehealth Billing Guide. 7/15/2022, pg. 12, (Updated Jan. 2025), (Accessed Jun. 2025).

Managed Care Entities

The appendices to this document have identified the service codes that should allow Medicaid to pay as primary, as follows:

- Codes that are not covered for Medicare or primary insurance as telehealth have a 'No' in the Medicare Telehealth Coverage column.
- Codes that are covered for Medicare when rendered by telephone as telehealth have 'Yes' in the Audio-only interaction allowed by Medicare column.

ODM periodically reviews telehealth coding changes from Medicare to add/remove codes. The billing guidelines may not always have the most up-to-date coding changes and MCEs should note that providers can still provide these services to dually eligible individuals and if Medicare pays, MCEs should consider payment of cost sharing even if ODM does not cover that service in FFS.

See guidelines for list of codes.

SOURCE: Ohio Department of Medicaid, Telehealth Services: Guidelines for Managed Care Entities, Applies to dates of service on or after July 15, 2022, Updated 1/2025, (Accessed Jun. 2025).

CONSENT REQUIREMENTS

Last updated 06/09/2025

Behavioral Health

Prior to providing services to a client by telehealth, an eligible provider of the service to be provided as listed in rule 5122-29-30 of the Administrative Code shall describe to the client the potential risks associated with receiving telehealth services, telehealth and document that the client was provided with the risks and agreed to assume those risks.

SOURCE: OAC 5122-29-31. (Accessed Jun. 2025).

OUT OF STATE PROVIDERS

Last updated 06/09/2025

Mental Health Services Provided by Agencies

Provider must have a physical location in Ohio or have access to a physical location in Ohio where individuals may opt to receive in person services rather than telehealth services.

SOURCE: OAC 5122-29-31. (Accessed Jun. 2025).

MISCELLANEOUS

Last updated 06/09/2025

See administrative code for additional provider responsibilities related to HIPAA and other practice standards as well as information about submitting telehealth claims.

SOURCE: OAC 5160-1-18. (Accessed Jun. 2025).

Mental Health Services Provided by Agencies

No initial in person visit is necessary to initiate services using telehealth modalities. The decision of whether or not to provide initial or occasional in-person sessions shall be based upon client choice, appropriate clinical decision-making, and professional responsibility, including the requirements of professional licensing, registration or credentialing boards.

The provider must have a written policy and procedure describing how they ensure that staff assisting clients with telehealth services or providing telehealth services are adequately trained in equipment usage.

See rule for additional requirements of behavioral health providers utilizing telehealth.

SOURCE: OAC 5122-29-31. (Accessed Jun. 2025).

Professional Requirements

DEFINITIONS

Last updated 06/09/2025

“Telehealth services” means health care services provided through the use of information and communication technology by a health care professional licensed in Ohio, within the professional’s scope of practice, who is located at a site other than the site where the patient is receiving the services or the site where another health care professional with whom the provider of the services is formally consulting regarding the patient is located.

SOURCE: OH Administrative Code 4731-37-01. (Accessed Jun. 2025).

Physical Therapy

“Telehealth” means the use of electronic communications to provide and deliver a host of health-related information and healthcare services, including, but not limited to physical therapy related information and services, over large and small distances.

Telehealth encompasses a variety of healthcare and health promotion activities, including, but not limited to, education, advice, reminders, interventions, and monitoring of interventions.

SOURCE: OH Administrative Code 4755:2-2-02. (Accessed Jun. 2025).

“Telehealth” means health care services provided through the use of information and communication technology by a health care professional, within the professional’s scope of practice, who is located at a site other than the site where either of the following is located:

- The patient receiving the services;
- Another health care professional with whom the provider of the services is consulting regarding the patient.

SOURCE: OH Administrative Code 4755:2-2-07. (Accessed Jun. 2025).

Occupational Therapy

“Telehealth” means health care services provided through the use of information and communication technology by a health care professional, within the professional’s scope of practice, who is located at a site other than the site where either of the following is located:

- The patient receiving the services;
- Another health care professional with whom the provider of the services is consulting regarding the patient.

SOURCE: OH Administrative Code 4755:1-2-06. (Accessed Jun. 2025).

Speech Language Pathology

“Telehealth” means the use of telecommunications and information technologies for the exchange of information from one site to another for the provision of audiology or speech-language pathology services to an individual from a provider through hardwire or internet connection.

“Telepractice” means the practice of telehealth.

SOURCE: OH Admin. Code 4753-2-01(A)(10) & (11). (Accessed Jun. 2025).

Counselor, Social Worker and Marriage and Family Therapists

Teletherapy means the use of real-time audio or audiovisual communications that permit accurate and meaningful interaction between at least two persons, one of whom is a licensee or registrant (“licensee”) as defined in Chapter 4757. of the Revised Code. For the purposes of this rule, modalities, including but not limited to phone, video, text, email, instant messaging/chat, are considered teletherapy.

SOURCE: OH Admin. Code 4757-5-13 (Accessed Jun. 2025).

“Teletherapy” means counseling, social work or marriage and family therapy in any form offered, rendered, or supported by electronic or digitally-assisted approaches, to include when the counselor, social worker or marriage and family therapist and the client are not located in the same place during delivery of services or when electronic systems or digitally-assisted systems are used to support in-person face to face therapy.

SOURCE: OH Admin. Code 4757-3-01(GG). (Accessed Jun. 2025).

Vision Professionals

“Telehealth services” means health care services provided through the use of information and communication technology by a health care professional licensed in Ohio, within the professional’s scope of practice, who is located at a site other than the site where the patient is receiving the services or the site where another health care professional with whom the provider of the services is formally consulting regarding the patient is located.

SOURCE: Ohio Administrative Code 4725-25-01. (Accessed Jun. 2025).

Psychologist

“Telepsychology” means the practice of psychology, independent school psychology, or school psychology by distance communication technology, including telephone, electronic mail, internet-based communications, and video conferencing.

SOURCE: OH Revised Code Section 4732.01. (Accessed Jun. 2025).

“Telehealth services” means health care services provided through the use of information and communication technology by a health care professional, within the professional’s scope of practice, who is located at a site other than the site where either of the following is located:

- The patient receiving the services;

- Another health care professional with whom the provider of the services is consulting regarding the patient.

SOURCE: OH Revised Code Section 4743.09. (Accessed Jun. 2025).

Chemical Dependencies Professionals Board

Telehealth means the use of real-time audio or audiovisual communications that permit accurate and meaningful interaction between at least two people, one of whom is a licensee or certificate holder. For the purposes of this rule, modalities, including but not limited to phone, video, text, email, instant messaging/chat, are considered telehealth.

SOURCE: OH Administrative Code 4758-8-04. (Accessed Jun. 2025).

CONSENT REQUIREMENTS

Last updated 06/09/2025

A health care professional providing telehealth services shall obtain a patient's consent before billing for the cost of providing the services, but the requirement to do so applies only once.

SOURCE: Ohio Revised code 4743.09, (Accessed Jun. 2025).

Medical Board

"Consent for telehealth treatment" means a process of communication between a patient or, if applicable, the patient's legal representative and the health care professional discussing the risks and benefits of, and alternatives to, treatment through a remote evaluation that results in the agreement to treatment that is documented in the medical record or signed authorization for the patient to be treated through an evaluation conducted through appropriate technology, as specified in this rule, when the health care professional is in a location remote from the patient.

The health care professional shall document the consent for telehealth treatment of the patient or, if applicable, the patient's legal representative;

The health care professional shall promptly document in the patient's medical record the patient's or, if applicable, the patient's legal representative, consent for telehealth treatment, pertinent history, evaluation, diagnosis, treatment plan, underlying conditions, any contraindications, and any referrals to appropriate health care providers, including primary care providers or health care facilities.

SOURCE: OH Administrative Code 4731-37-01 (Accessed Jun. 2025).

Speech Language Pathology

A provider of telehealth services shall inform the patient as to the limitations of providing these services. See rule for specific requirements.

SOURCE: OH Admin. Code 4753-2-01(D). (Accessed Jun. 2025).

Counseling, Social Work or Marriage and Family Therapy

During the initial session, licensees and registrants must establish informed consent in accordance with paragraph (B) of rule 4757-5-02 of the Administrative Code. Informed consent shall include information defining teletherapy delivery as practiced by the licensee, as well as potential risks, security issues, and confidentiality issue when receiving teletherapy. In the case of a minor client, the licensee must address any potential issues specifically associated with treating minors.

Informed consent should include a discussion of how teletherapy may affect billing and access to insurance benefits.

Licensees and registrants shall not provide services without client(s) informed consent which can be documented through verbal acknowledgement, online signature, or by signing a hard copy form. Licensees must make available to the client a copy of the consent documents regardless of the form of consent by the client.

SOURCE: OH Admin. Code 4757-5-13 (Accessed Jun. 2025).

Chiropractic Physicians

Provided that the standard of care for an in-person visit can be met for the patient and the patient's medical condition through the use of the technology selected, each licensee that performs telehealth services must comply with the provisions outlined in Chapter 4734. of the Revised Code and Chapter 4734. of the Administrative Code. The following provisions additionally apply to telehealth services: ...

- Consent to receive telehealth services must be documented in the medical record or signed authorization of the patient or, if applicable, the patient's parent, guardian, or person designated under the patient's health care power of attorney.

SOURCE: OH Admin Code 4734-8-10, (Accessed Jun. 2025).

Vision Professionals

"Consent for telehealth treatment" means a process of communication between a patient or, if applicable, the patient's legal representative and the health care

professional discussing the risks and benefits of, and alternatives to, treatment through a remote evaluation that results in the agreement to treatment that is documented in the medical record or signed authorization for the patient to be treated through an evaluation conducted through appropriate technology, as specified in this rule, when the health care professional is in a location remote from the patient.

A health care professional shall comply with all of the following administrative requirements to provide telehealth services to a patient which meet the standard of care including, but not limited to: ...

- The health care professional shall document the consent for telehealth treatment of the patient or, if applicable, the patient's legal representative

A health care professional shall comply with all of the following clinical requirements necessary to provide telehealth services to a patient which meet the standard of care including, but not limited to: ...

- The health care professional shall promptly document in the patient's medical record the patient's or, if applicable, the patient's legal representative, consent for telehealth treatment, pertinent history, evaluation, diagnosis, treatment plan, underlying conditions, any contraindications, and any referrals to appropriate health care providers, including primary care providers or health care facilities.

A health care professional may provide telehealth services through the use of remote monitoring devices for the purpose of data acquisition, patient communication, confirmation of expected therapeutic results, confirmation of stability/or homeostasis, and assessing changes in previously diagnosed chronic conditions, provided that:

- The patient or, if applicable, the patient's legal representative, gives consent to the use of remote monitoring devices

SOURCE: Ohio Administrative Code 4725-25-01. (Accessed Jun. 2025).

Chemical Dependencies Professionals Board

During the initial session, the licensee or certificate holder must establish informed consent and shall include information defining telehealth delivery as practiced by the licensee, as well as potential risks, security issues, and confidentiality issues when receiving telehealth. In the case of a minor client, the licensee or certificate holder must address any potential issues specifically associated with treating minors.

- Each client shall be given sufficient opportunity to ask questions and receive answers about telehealth. These discussions should be documented in the client record.

- Informed consent should include a discussion of how telehealth may affect billing and access to insurance benefits.
- The licensee or certificate holder shall document permission prior to recording any part of the telehealth session. If the licensee or certificate holder is storing audiovisual records from sessions, these cannot be released to the client unless authorization from the client is obtained specifically stating the records are to be released.
- The licensee or certificate holder shall not provide services without client informed consent which can be documented through verbal acknowledgement, online signature, or by signing a hard copy form. The licensee or certificate holder must make available to the client a copy of the consent documents regardless of the form of consent by the client.
- The licensee or certificate holder shall make available to client access to information for all certification bodies and licensure boards to facilitate consumer protection and include a link to the board online license verification site.
- The licensee or certificate holder shall provide to the client information on how to access assistance in a crisis and outside of established business hours.

SOURCE: OH Administrative Code 4758-8-04. (Accessed Jun. 2025).

ONLINE PRESCRIBING

Last updated 06/09/2025

Each health care professional licensing board shall permit a health care professional under its jurisdiction to provide the professional's services as telehealth services in accordance with this section. Subject to division (B)(2) of this section, a board may adopt any rules it considers necessary to implement this section. All rules adopted under this section shall be adopted in accordance with Chapter 119. of the Revised Code. Any such rules adopted by a board are not subject to the requirements of division (F) of section 121.95 of the Revised Code.

Except as provided in division (B)(2)(b) of this section, the rules adopted by a health care professional licensing board under this section shall establish a standard of care for telehealth services that is equal to the standard of care for in-person services.

Subject to division (B)(2)(c) of this section, a board may require an initial in-person visit prior to prescribing a schedule II controlled substance to a new patient, equivalent to applicable state and federal requirements.

A board shall not require an initial in-person visit for a new patient whose medical record indicates that the patient is receiving hospice or palliative care, who is receiving

medication-assisted treatment or any other medication for opioid-use disorder, who is a patient with a mental health condition, or who, as determined by the clinical judgment of a health care professional, is in an emergency situation.

Notwithstanding division (B) of section 3796.01 of the Revised Code, medical marijuana shall not be considered a schedule II controlled substance.

SOURCE: Ohio Revised code 4743.09, (Accessed Jun. 2025).

When the physician, or physician assistant who holds a valid prescriber number issued by the state medical board and who has been granted physician-delegated prescriptive authority prescribes, personally furnishes, otherwise provides, or causes to be provided a prescription drug that is a controlled substance during the provision of telehealth services, the physician or physician assistant shall comply with all requirements in rule 4731-37-01 of the Administrative Code.

The physician, or physician assistant who holds a valid prescriber number issued by the state medical board and who has been granted physician-delegated prescriptive authority shall conduct a physical examination of a new patient as part of an initial in-person visit before prescribing a schedule II controlled substance to the patient except for any of the following patient medical conditions and situations:

- The medical record of a new patient indicates that the patient is receiving hospice or palliative care;
- The patient has a substance use disorder, and the controlled substance is FDA approved for and prescribed for medication assisted treatment or to treat opioid use disorder.
- The patient has a mental health condition and the controlled substance prescribed is prescribed to treat that mental health condition;
- The physician or physician assistant determines in their clinical judgment that the new patient is in an emergency situation provided that the following occurs:
 1. The physician or physician assistant prescribes only the amount of a schedule II controlled substance to cover the duration of the emergency or an amount not to exceed a three-day supply whichever is shorter;
 2. After the emergency situation ends, the physician or physician assistant conducts the physical examination as part of an initial in-person visit before any further prescribing of a drug that is a schedule II controlled substance; or
- The prescribing of a controlled substance through telehealth services is being done under an exception permitted by federal law governing prescription drugs that are controlled substances.

When prescribing a controlled substance through the provision of telehealth services under one of the exceptions in paragraph (E) of this rule, the physician or physician assistant shall document one of the reasons listed in paragraph (E) for the prescribing in the medical record of the new patient in addition to the documentation already required to meet the standard of care in rule 4731-37-01 of the Administrative Code.

SOURCE: OH Administrative Code 4731-11-09. (Accessed Jun. 2025).

For purposes of paragraph (D) of rule 4731-11-09 of the Administrative Code, “active patient” as that term is used in paragraph (C) of this rule, means that within the previous twenty-four months the physician or other healthcare provider acting within the scope of their professional license conducted at least one in-person medical evaluation of the patient or an evaluation of the patient through the practice of telemedicine as that term is defined in 21 C.F.R. 1300.04, in effect as of the effective date of this rule.

SOURCE: OAC 4731-11-01(D). (Accessed Jun. 2025).

A pharmacist may provide telehealth services in accordance with section 4743.09 of the Revised Code, except that in the case of dispensing a dangerous drug, a pharmacist shall not use telehealth mechanisms or other virtual means to perform any of the actions involved in dispensing the dangerous drug unless the action is authorized by section 4729.554 of the Revised Code or by the state board of pharmacy through rules it adopts under section 4743.09 of the Revised Code.

SOURCE: OH Revised Code Section 4729.285. (Accessed Jun. 2025).

Certificate to recommend medical use of marijuana

For purposes of recommending use of marijuana, a physician who holds a certificate to recommend may recommend that a patient be treated with medical marijuana if all of the following conditions are met:

- The patient has been diagnosed with a qualifying medical condition;
- A bona fide physician-patient relationship has been established through all of the following:
 - An examination of the patient by the physician either in person or through the use of telehealth services in accordance with section 4743.09 of the Revised Code;
 - A review of the patient’s medical history by the physician;
 - An expectation of providing care and receiving care on an ongoing basis.

See Code for additional requirements.

SOURCE: OH Revised Code Section 4731.30, (Accessed Jun. 2025).

In order to practice within the minimal standards of care when recommending treatment with medical marijuana, a physician shall comply with all of the following requirements:

- The physician shall establish and maintain a bona fide physician-patient relationship with the patient for the provision of medical services that is established through an examination of the patient by the physician either in-person or through the use of telehealth services that complies with this rule and for which there is an expectation that the physician will provide care to the patient on an ongoing basis.

SOURCE: OH Admin Code Sec. 4731-32-03, (Accessed Jun. 2025).

Opioid Treatment Program – Medication Units

Medication units may also provide telecounseling services if they provide appropriate privacy and adequate space with appropriately credentialed staff in accordance with all federal and state regulation. Telecounseling services may include individual or group sessions. Medication units that choose to provide telecounseling will:

- Provide telecounseling services with appropriate application of clinical judgment to best meet patient treatment needs;
- Be in compliance with paragraphs (H)(3) and (H)(4) of rule 5122-40-09 of the Administrative Code; and
- Ensure that every patient has a designated program counselor, as described in 42 C.F.R. 8.12(f)(5)(i), who is the primary contact for behavioral health treatment and care coordination. While the patient may utilize other counselors for emergencies, all counseling, including telecounseling, will be handled by the program counselor. Opioid treatment programs will maintain clear and accurate caseload records for auditing purposes.

SOURCE: OAC 5122-40-15, (Accessed Jun. 2025).

Vision Professionals

An optometrist licensed under this chapter may provide telehealth services in accordance with section 4743.09 of the Revised Code.

SOURCE: OH Revised Code Section 4725.35. (Accessed Jun. 2025).

A health care professional may provide telehealth services to a patient located in a health care facility in this state. The health care professional shall comply with all of the following requirements: ...

- That in the absence of an existing doctor-patient relationship, a health care professional shall not provide telehealth services which offer a prescription for glasses or contact lenses without

including all the elements of a comprehensive eye exam; however, such doctor-patient relationship may be established by telehealth protocols.

While providing telehealth services, a health care professional may only prescribe, personally furnish, otherwise provide, or cause to be provided a prescription drug that is not a controlled substance to a patient through the provision of telehealth services by complying with all requirements of this rule.

SOURCE: Ohio Administrative Code 4725-25-01. (Accessed Jun. 2025).

CROSS-STATE LICENSING

Last updated 06/09/2025

With respect to the provision of telehealth services, all of the following apply: ...

- The professional may provide telehealth services to a patient located outside of this state if permitted by the laws of the state in which the patient is located.

SOURCE: Ohio Revised code 4743.09, (Accessed Jun. 2025).

Medical Board

“Telehealth services” means health care services provided through the use of information and communication technology by a health care professional licensed in Ohio, within the professional’s scope of practice, who is located at a site other than the site where the patient is receiving the services or the site where another health care professional with whom the provider of the services is formally consulting regarding the patient is located.

SOURCE: OH Admin Code 4731-37-01 (Accessed Jun. 2025).

Physical Therapy

If a physical therapy patient is located in Ohio, the physical therapist or physical therapist assistant providing physical therapy services via telehealth shall hold a valid license under sections 4755.40 to 4755.56 of the Revised Code.

SOURCE: OH Administrative Code 4755:2-2-02. (Accessed Jun. 2025).

In order to treat a patient or client located in Ohio, a physical therapist or physical therapist assistant shall have either an Ohio license or a privilege to practice in Ohio via the physical therapy compact.

SOURCE: OH Administrative Code 4755:2-2-07. (Accessed Jun. 2025).

Occupational Therapy

In order to treat a patient or client located in Ohio, an occupational therapist or occupational therapy assistant shall have either an Ohio license or a privilege to practice in Ohio via the occupational therapy compact.

SOURCE: OH Administrative Code 4755:1-2-06. (Accessed Jun. 2025).

Vision Professionals

A health care professional shall comply with all of the following administrative requirements to provide telehealth services to a patient which meet the standard of care including, but not limited to: ...

- The health care professional shall verify the patient's identity and physical location in Ohio, and communicate the health care professional's name and type of active Ohio license held to the patient if the health care professional has not previously treated the patient. This may be done verbally as long as it is documented by the health care professional in the patient's medical record

A health care professional shall comply with the following requirements to provide telehealth services that involve a formal consultation with another health care professional: ...

- The consulting health care professional shall meet the licensure or certification requirements in division (C) of section 4743.09 of the Revised Code

SOURCE: Ohio Administrative Code 4725-25-01. (Accessed Jun. 2025).

Chiropractic Physicians

Provided that the standard of care for an in-person visit can be met for the patient and the patient's medical condition through the use of the technology selected, each licensee that performs telehealth services must comply with the provisions outlined in Chapter 4734. of the Revised Code and Chapter 4734. of the Administrative Code. The following provisions additionally apply to telehealth services: ...

- The licensee providing telehealth services must have an active Ohio license to practice chiropractic in the state of Ohio.
- The licensee must communicate their first and last name and ensure the patient understands their licensure status as a chiropractor prior to rendering telehealth services to the patient.
- The patient receiving telehealth services must be located within the state of Ohio. The licensee must verify the identity and physical location of the patient at the beginning of each telehealth visit.

SOURCE: OH Admin Code 4734-8-10, (Accessed Jun. 2025).

Chemical Dependencies Professionals Board

The licensee or certificate holder providing services within their scope of practice via telehealth to persons physically present in Ohio shall be licensed in Ohio.

The licensee or certificate holder providing services to a client outside the state of Ohio shall comply with the laws and rules of the jurisdiction where the client is located at the time services are rendered.

The licensee or certificate holder shall confirm the client's location at the time services are rendered.

SOURCE: OH Administrative Code 4758-8-04. (Accessed Jun. 2025).

LICENSURE COMPACTS

Last updated 06/09/2025

Member of Audiology and Speech Language Pathology Interstate Compact.

SOURCE: ASLP-IC, Compact Map, (Accessed Jun. 2025).

Member of the Counseling Compact.

SOURCE: Counseling Compact Map. (Accessed Jun. 2025).

Member of Dietitian Compact

SOURCE: The Council of State Governments, Dietitians Compact, Compact Map, (Accessed Jun. 2025).

Member of Interstate Medical Licensure Compact.

SOURCE: Interstate Medical Licensure Compact, Member States (Accessed Jun. 2025).

Member of the Nurse Licensure Compact.

SOURCE: Nurse Licensure Compact (NLC) Map. (Accessed Jun. 2025).

Member of Occupational Therapy Licensure Compact.

SOURCE: OT Compact Map. (Accessed Jun. 2025).

Member of Physician Assistant Compact

SOURCE: PA Compact, Compact Map, (Accessed Jun. 2025).

Member of Physical Therapy Compact.

SOURCE: PT Compact, Compact Map, (Accessed Jun. 2025).

Member of the Psychology Interjurisdictional Compact.

SOURCE: PSYPACT, Compact Map, (Accessed Jun. 2025).

Member of Social Worker Compact

SOURCE: Social Worker Compact, Compact Map, (Accessed Jun. 2025).

* See Compact websites for implementation and license issuing status and other related requirements.

PROFESSIONAL BOARDS STANDARDS

Last updated 06/09/2025

Medical Board

SOURCE: OH Admin Code 4731-37-01. (Accessed Jun. 2025).

Counselor, Social Worker and Marriage and Family Therapist Board

SOURCE: OH Admin Code 4757-5-13 – (Accessed Jun. 2025)

State Board of Speech Language Pathology and Audiology

STATUS: OH Admin. Code 4753-2-01. (Accessed Jun. 2025)

Ohio Vision Professionals Board

STATUS: OH Admin. Code 4725-25-01. (Accessed Jun. 2025).

Occupational Therapy

SOURCE: OH Administrative Code 4755:1-2-06. (Accessed Jun. 2025).

Physical Therapy Practice

SOURCE: H Administrative Code 4755:2-2-02 & OH Administrative Code 4755:2-2-07. (Accessed Jun. 2025).

State Chiropractic Board

SOURCE: OH Admin Code 4734-8-10, (Accessed Jun. 2025).

Chemical Dependencies Professionals Board

SOURCE: OH Administrative Code 4758-8-04. (Accessed Jun. 2025).

Each health care professional licensing board shall permit a health care professional under its jurisdiction to provide the professional's services as telehealth services in accordance with this section. Subject to division (B)(2) of this section, a board may adopt any rules it considers necessary to implement this section. All rules adopted under this section shall be adopted in accordance with Chapter 119. of the Revised Code. Any such rules adopted by a board are not subject to the requirements of division (F) of section 121.95 of the Revised Code.

SOURCE: Ohio Revised code 4743.09, (Accessed Jun. 2025).

MISCELLANEOUS

Last updated 06/09/2025

“Facility fee” means any fee charged or billed for telehealth services provided in a facility that is intended to compensate the facility for its operational expenses and is separate and distinct from a professional fee.

A health care professional providing telehealth services shall not charge a patient or a health plan issuer covering telehealth services under section 3902.30 of the Revised Code any of the following: a facility fee, an origination fee, or any fee associated with the cost of the equipment used at the provider site to provide telehealth services.

SOURCE: OH Revised Code, Section 4743.09 (Accessed Jun. 2025).

A physician may provide telehealth services in accordance with sections 4743.09 of the Revised Code.

SOURCE: OH Revised Code Section 4731.741 (Accessed Jun. 2025).

An advanced practice registered nurse may provide telehealth services in accordance with section 4743.09 of the Revised Code.

SOURCE: OH Revised Code Section 4723.94 (Accessed Jun. 2025).

General supervision of ancillary personnel is required when a licensed optometrist provides telehealth services from a remote site and delegates ministerial and administrative duties, tasks and functions to ancillary personnel in accordance with rule 4725-25-01 of the Administrative Code.

SOURCE: OAC 4725-5-18, (Accessed Jun. 2025).

Department of Aging – PCA Supervisor Requirements

During a state of emergency declared by the governor or a federal public health emergency, the PCA supervisor may conduct the initial visit by telephone, video conference, or in person at the individual's home.

If the PCA supervisor conducts at least two in-person visits per year, the PCA supervisor may conduct the remainder of the subsequent visits during the same year by telephone, video conference, or in person based upon the individual's needs. To comply, the PCA supervisor may conduct two subsequent in-person visits in the same year or the combination of an initial in-person visit and an in-person subsequent visit in the same year.

For a visit by telephone or video conference, the date of the visit, an indication of whether the visit was provided by telephone or video conference, the PCA supervisor's name, the individual's name, and evidence that a visit occurred by telephone or video conference (e.g., a record automatically generated by telehealth software, a record showing that the PCA supervisor's phone called the individual's phone, or clinical notes from the PCA supervisor).

SOURCE: OAC 173-39-02.11, (Accessed Jun. 2025).

Department of Aging – ODA Provider Certification: Homemaker

During a state of emergency declared by the governor or federal public health emergency, the supervisor may conduct the visit by telephone, video conference, or in person at the individual's home.

Subsequent: The supervisor shall complete an evaluation of the aide's compliance with the activities plan, the individual's satisfaction, and job performance during a home visit with the individual at least every ninety days. The supervisor may conduct each visit with or without the presence of the aide being evaluated. The supervisor may conduct the visit by telephone, video conference, or in person.

For a visit by telephone or video conference, the date of the visit, an indication of whether the visit was provided by telephone or video conference, the supervisor's name, the individual's name, and evidence that a visit occurred by telephone or video conference (e.g., a record automatically generated by telehealth software, a record showing that the supervisor's phone called the individual's phone, or clinical notes from the supervisor).

SOURCE: OAC 173-39-02.8, (Accessed Jun. 2025).

Department of Aging – Older Americans Act: Homemaker Service

During a state of emergency declared by the governor or a federal public health emergency, the aide supervisor may conduct the visit by telephone, video conference, or in person at the consumer's home.

During a state of emergency declared by the governor or a federal public health emergency, the aide supervisor may conduct the visit by telephone, video conference, or in person at the consumer's home.

For a visit by telephone or video conference, the date of the visit, an indication of whether that the visit was provided by telephone or video conference, the supervisor's name, the consumer's name, and evidence that a visit occurred by telephone or video conference (e.g., a record automatically generated by telehealth software, a record showing that the supervisor's phone called the consumer's phone, or clinical notes from the supervisor).

SOURCE: OAC 173-3-06.4, (Accessed Jun. 2025).

Department of Aging – Older Americans Act: Personal Care

During a state of emergency declared by the governor or a federal public health emergency, the PCA supervisor may conduct the visit by telephone, video conference, or in person at the consumer's home.

During a state of emergency declared by the governor or a federal public health emergency, the PCA supervisor may conduct subsequent visits by telephone or video conference, unless an emergency requires visiting the consumer in person at the consumer's home.

For a visit by telephone or video conference, the date of the visit, an indication of whether the visit was provided by telephone or video conference, the PCA supervisor's name, the consumer's name, and evidence that a visit occurred by telephone or video conference (e.g., a record automatically generated by telehealth software, a record showing that the PCA supervisor's phone called the consumer's phone, or clinical notes from the PCA supervisor).

SOURCE: OAC 173-3-06.5, (Accessed Jun. 2025).