



Aetna Better Health® of New Jersey

Telehealth Frequently Asked Questions

What qualifications must a provider have to participate?

Providers must be validly licensed to practice in the State of NJ.

How should Telemedicine services be provided?

Telemedicine services shall be provided using interactive, real-time, two-way communication technologies with proper encryption.

What technology can providers use?

Providers may use asynchronous store-and-forward technology to allow for the electronic transmission of images, diagnostics, data, and medical information. Providers may use interactive, real-time, two-way audio in combination with asynchronous store-and-forward technology, without video capabilities, if, after accessing and reviewing the patient's medical records, the provider determines that the provider is able to meet the same standard of care as if the health care services were being provided in person.

What contact information should a provider share with the patient during telehealth services and when should they be shared?

The identity, professional credentials, and contact information of a health care provider providing telemedicine or telehealth services shall be made available to the patient during and after the provision of services. The contact information shall enable the patient to contact the health care provider, or a substitute health care provider authorized to act on behalf of the provider who provided services, for at least 72 hours following the provision of services.

Is the standard of care for telemedicine or telehealth services different than the standard of care during an in-person visit?

No. Any health care provider providing health care services using telemedicine or telehealth shall be subject to the same standard of care or practice standards as are applicable to in-person settings. If telemedicine or telehealth services would not be consistent with this standard of care, the health care provider shall direct the patient to seek in-person care.

Should the diagnosis, treatment, and consultation recommendation be any different than it would during an in-person visit?

Diagnosis, treatment, and consultation recommendations, including discussions regarding the risk and benefits of the patient's treatment options, which are made through the use of telemedicine or telehealth, including the issuance of a prescription based on a telemedicine or telehealth encounter shall be held to the same standard of care or practice standards as are applicable to in-person settings.

When should the prescription of Schedule II controlled dangerous substances be authorized if needed?

The prescription of Schedule II controlled dangerous substances through the use of telemedicine or telehealth shall be authorized only after an initial in-person examination of the patient, as provided by regulation, and a subsequent in-person visit with the patient shall be required every three months for the duration of time that the patient is being prescribed the Schedule II controlled dangerous substance.

Is an initial in-person visit required when prescribing a stimulant which is a Schedule II controlled dangerous substance for use of a minor patient under the age of 18?

No, an initial in-person visit is not required, provided that the health care provider is using interactive, real-time, two-way audio and video technologies when treating the patient and the health care provider has first obtained written consent for the waiver of these in-person examination requirements from the minor patient's parent or guardian.

What are some of the requirements for a provider engaging in telemedicine or telehealth? Providers are required to keep a complete record of the patient's care and shall comply with all applicable State and federal statutes and regulations for recordkeeping, confidentiality, and disclosure of the patient's medical record.

Should a provider initiate contact with a patient prior to determining if they are able to provide the same standard care using telemedicine or telehealth?

No. Providers must determine they are able to provide the same standard of care using telemedicine or telehealth prior to initiating contact with a patient for the purpose of providing services.