



Summary of Results:

Psychiatric and Behavioral Health Teleservices in Texas Medicaid and CHIP

Summary in Brief

Summary of Review

This report is not an audit report, but rather it is a summary of the results and conclusions of five audits conducted by the Texas Health and Human Services (HHS) Office of Inspector General Audit and Inspections Division (OIG Audit) and performed in accordance with generally accepted government auditing standards. The reports were published in calendar years 2022, 2023, and 2024.

The audited providers were:

- The Center for Comprehensive Mental Health
- Medicare Clinics PLLC
- The PsyClinic
- Baylor Scott & White Health
- The Harris Center for Mental Health and Intellectual and Developmental Disabilities

OIG Audit initiated these audits due to the increased risk associated with teleservice claims for evaluation and management, skills training, case management, and behavioral health services including psychiatry, psychotherapy, and occupational, physical and speech therapies caused by the increase in teleservices provided during the COVID-19 public health emergency.

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Background

Teleservices Through Telemedicine and Telehealth



Delivered by a physician
or health care
professional eligible to
practice in Texas



Conducted between
individuals in
different locations



Provided using
telecommunications or
information technology

Conclusion

While all five of the audited providers complied with some of the requirements tested, each had at least one finding of noncompliance. Specifically:

- All five providers had findings related to billing incorrect procedure codes.
- One provider billed services delivered by providers not enrolled in Texas Medicaid.
- One provider double billed for services.
- One provider billed for unallowable facility fees.
- One provider did not always maintain complete records.
- Two providers did not always provide patients with notification of privacy practices prior to the start of telemedicine evaluation or treatment.

During the audit scopes, the providers submitted 63,713 Texas Medicaid and CHIP managed care teleservices claims for which they were paid \$3.2 million for evaluation and management, \$1.4 million for psychiatry, psychotherapy, or behavioral health and therapy; and \$1.2 million for skills training and development.

Recommendations and Responses

OIG Audit recommended the providers implement corrective actions and return \$106,609.01 to the state of Texas. In response, the audited providers indicated that corrective actions would be fully implemented within a year.