



Allowance of Telehealth in the 2024 Child, Adult, and Health Home Core Sets Measure Specifications

Introduction

The Child, Adult, and Health Home Core Sets of health care quality measures are designed to measure the quality of care provided to children and adults enrolled in Medicaid, the Children’s Health Insurance Program (CHIP), and the Medicaid Health Home Program. These measures provide a snapshot of the care provided to beneficiaries across a variety of care settings, including hospitals, emergency departments, primary care settings, and dental offices.

The COVID-19 public health emergency and social distancing guidelines accelerated the demand for services provided through telehealth and resulted in an expansion of state policies allowing for reimbursement of telehealth.^{1 2} This technical assistance resource provides an overview of telehealth allowances for measures included in the 2024 Child, Adult, and Health Home Core Sets, as specified by the measure stewards.³

- Table 1 defines the types of telehealth included in the 2024 Child, Adult, and Health Home Core Sets measure specifications.
- Table 2 includes measures that allow telehealth and specifies (1) the measure component that can be provided through telehealth and (2) what type of telehealth. Note that some allowances may be subject to individual state policies.

- Table 3 includes measures for which telehealth is not applicable because there are no relevant visits or services for which telehealth could be used in lieu of in-person care for delivery of an indicated service.

Table 1. Telehealth Definitions Included in the 2024 Child, Adult, and Health Home Core Sets Measure Specifications⁴

Term	Definition
Telehealth	The use of telecommunications and information technology to provide access to health assessment, diagnosis, intervention, consultation, supervision, and information across distance.
Synchronous telehealth	Live, two-way interaction between a person and a provider; may include audio-only (telephone) or audiovisual (videoconference).
Asynchronous	Asynchronous telehealth, sometimes referred to as an e-visit or virtual check-in, is not "real-time" but still requires two-way interaction between the beneficiary and the provider. For example, asynchronous telehealth can occur using a patient portal, secure text messaging, or email.

For More Information

For technical assistance related to calculating and reporting Child, Adult, and Health Home Core Sets measures, contact the TA mailbox at MACQualityTA@cms.hhs.gov.

¹ CMS developed resources to help states accelerate adoption of telehealth services during the COVID-19 emergency. These resources are available at <https://www.medicaid.gov/medicaid/benefits/telemedicine/index.html>.

² The term “states” includes the 50 states, the District of Columbia, and the territories.

³ This information is current as of February 2024. Measure

specifications may vary in the level of specificity about telehealth allowances and may be subject to change as adoption and reimbursement of telehealth services evolves.

⁴ More information on definitions of telehealth in the Child, Adult, and Health Home Core Sets specifications is available in the Technical Specifications and Resource Manuals linked below (see Table 2).

Table 2. 2024 Child, Adult, and Health Home Core Set Measures that Allow Telehealth

Measure Name	Core Set	Measure Steward	Numerator	Denominator	Exclusions
Adherence to Antipsychotic Medications for Individuals With Schizophrenia (SAA-AD)	Adult	NCQA	Not applicable	Visits used to identify the denominator can be asynchronous two-way communication, synchronous (real-time) audiovisual telehealth, or synchronous (real-time) audio-only telehealth	Visits used to identify exclusions can be asynchronous two-way communication, synchronous (real-time) audiovisual telehealth, or synchronous (real-time) audio-only telehealth
Antidepressant Medication Management (AMM-AD)	Adult	NCQA	Not applicable	Not applicable	Visits used to identify exclusions can be asynchronous two-way communication, synchronous (real-time) audiovisual telehealth, or synchronous (real-time) audio-only telehealth
Asthma Medication Ratio (AMR-CH/AD)	Adult, Child	NCQA	Not applicable	Visits used to identify the denominator can be asynchronous two-way communication, synchronous (real-time) audiovisual telehealth, or synchronous (real-time) audio-only telehealth	Not applicable
Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis (AAB-CH/AD)	Adult, Child	NCQA	Not applicable	Visits used to identify the denominator can be asynchronous two-way communication, synchronous (real-time) audiovisual telehealth, or synchronous (real-time) audio-only telehealth	Not applicable
Breast Cancer Screening (BCS-AD)	Adult	NCQA	Not applicable	Not applicable	Visits used to identify exclusions can be asynchronous two-way communication, synchronous (real-time) audiovisual telehealth, or synchronous (real-time) audio-only telehealth
Child and Adolescent Well-Care Visits (WCV-CH)	Child	NCQA	Well-care visits used to identify the numerator can be synchronous (real-time) audiovisual telehealth	Not applicable	Not applicable
Colorectal Cancer Screening (COL-AD/HH)	Adult, Health Home	NCQA	Not applicable	Not applicable	Visits used to identify exclusions can be asynchronous two-way communication, synchronous (real-time) audiovisual telehealth, or synchronous (real-time) audio-only telehealth

Measure Name	Core Set	Measure Steward	Numerator	Denominator	Exclusions
Concurrent Use of Opioids and Benzodiazepines (COB-AD)	Adult	PQA	Not applicable	Not applicable	Codes used to identify exclusions are not limited to any specific care setting
Contraceptive Care – All Women (CCW-CH/AD)	Child, Adult	OPA	Some contraceptive services used to identify the numerator may be provided through synchronous (real-time) audiovisual telehealth or synchronous (real-time) audio-only telehealth, if allowed by state policies ^a	Not applicable	Some services used to identify some exclusions (current pregnancy and infecundity for non-contraceptive reasons) can be identified through synchronous (real-time) audiovisual telehealth or synchronous (real-time) audio-only telehealth, if allowed by state policies
Contraceptive Care – Postpartum Women (CCP-CH/AD)	Child, Adult	OPA	Some contraceptive services used to identify the numerator may be provided through synchronous (real-time) audiovisual telehealth or synchronous (real-time) audio-only telehealth, if allowed by state policies ^b	Not applicable	Not applicable
Controlling High Blood Pressure (CBP-AD/HH)	Adult, Health Home	NCQA	Not applicable	Visits used to identify the denominator can be asynchronous two-way communication, synchronous (real-time) audiovisual telehealth, or synchronous (real-time) audio-only telehealth	Visits used to identify the exclusions can be asynchronous two-way communication, synchronous (real-time) audiovisual telehealth, or synchronous (real-time) audio-only telehealth
Developmental Screening in the First Three Years of Life (DEV-CH)	Child	OHSU	Developmental screenings used to identify the numerator can be scored, reviewed, and communicated with the family through synchronous (real-time) audiovisual telehealth or synchronous (real-time) audio-only telehealth, if allowed by state policies	Not applicable	Not applicable (no exclusions)
Diabetes Care for People with Serious Mental Illness: Hemoglobin A1c (HbA1c) Poor Control (>9.0%) (HPCMI-AD)	Adult	NCQA	Not applicable	Visits used to identify the denominator can be asynchronous two-way communication, synchronous (real-time) audiovisual telehealth, or synchronous (real-time) audio-only telehealth	Visits used to identify exclusions can be asynchronous two-way communication, synchronous (real-time) audiovisual telehealth, or synchronous (real-time) audio-only telehealth
Diabetes Screening for People With Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications (SSD-AD)	Adult	NCQA	Not applicable	Visits used to identify the denominator can be asynchronous two-way communication, synchronous (real-time) audiovisual telehealth, or synchronous (real-time) audio-only telehealth	Visits used to identify exclusions can be asynchronous two-way communication, synchronous (real-time) audiovisual telehealth, or synchronous (real-time) audio-only telehealth

Measure Name	Core Set	Measure Steward	Numerator	Denominator	Exclusions
Follow-Up After Emergency Department Visit for Substance Use (FUA-CH/AD/HH)	Child, Adult, Health Home	NCQA	Follow-up visits used to identify the numerator can be asynchronous two-way communication, synchronous (real-time) audiovisual telehealth, or synchronous (real-time) audio-only telehealth	Not applicable	Not applicable
Follow-Up After Emergency Department Visit for Mental Illness (FUM-CH/AD/HH)	Child, Adult, Health Home	NCQA	Follow-up visits used to identify the numerator can be asynchronous two-way communication, synchronous (real-time) audiovisual telehealth, or synchronous (real-time) audio-only telehealth	Not applicable	Not applicable
Follow-Up After Hospitalization for Mental Illness (FUH-CH/AD/HH)	Child, Adult, Health Home	NCQA	Follow-up visits used to identify the numerator can be synchronous (real-time) audiovisual telehealth or synchronous (real-time) audio-only telehealth	Not applicable	Not applicable
Follow-Up Care for Children Prescribed Attention-Deficit/Hyperactivity Disorder (ADHD) Medication (ADD-CH)	Child	NCQA	Follow-up visits used to identify the numerator can be asynchronous two-way communication, synchronous (real-time) audiovisual telehealth, or synchronous (real-time) audio-only telehealth	Not applicable	Not applicable
Hemoglobin A1C Control for Patients with Diabetes (HBD-AD)	Adult	NCQA	Not applicable	Visits used to identify the denominator can be asynchronous two-way communication, synchronous (real-time) audiovisual telehealth, or synchronous (real-time) audio-only telehealth	Visits used to identify exclusions can be asynchronous two-way communication, synchronous (real-time) audiovisual telehealth, or synchronous (real-time) audio-only telehealth
HIV Viral Load Suppression (HVL-AD)	Adult	HRSA	Not applicable	Visits used to identify the denominator can be synchronous (real-time) audiovisual telehealth, or synchronous (real-time) audio-only telehealth	Not applicable (no exclusions)
Initiation and Engagement of Substance Use Disorder Treatment (IET-AD/HH)	Adult, Health Home	NCQA	Visits used to identify the numerator can be asynchronous two-way communication, synchronous (real-time) audiovisual telehealth, or synchronous (real-time) audio-only telehealth	Visits used to identify the denominator can be asynchronous two-way communication, synchronous (real-time) audiovisual telehealth, or synchronous (real-time) audio-only telehealth	Not applicable

Measure Name	Core Set	Measure Steward	Numerator	Denominator	Exclusions
Long-Term Services and Supports Comprehensive Care Plan and Update (CPU-AD)	Adult	NCQA	Visits used to identify the numerator can be asynchronous two-way communication, synchronous (real-time) audiovisual telehealth, or synchronous (real-time) audio-only telehealth	Not applicable	Visits used to identify exclusions can be asynchronous two-way communication, synchronous (real-time) audiovisual telehealth, or synchronous (real-time) audio-only telehealth
Plan All-Cause Readmissions (PCR-AD/HH)	Adult, Health Home	NCQA	Not applicable	Diagnoses that occurred during synchronous (real-time) audiovisual telehealth or synchronous (real-time) audio-only telehealth may be used for the risk adjustment calculation, which is used to obtain the count of expected readmissions	Not applicable
Prenatal and Postpartum Care: (PPC2-AD/PPC2-CH)	Child, Adult	NCQA	Visits used to identify the numerator can be asynchronous two-way communication, synchronous (real-time) audiovisual telehealth, or synchronous (real-time) audio-only telehealth	Not applicable	Not applicable
Screening for Depression and Follow-Up Plan (CDF-CH/AD/HH)^c	Child, Adult, Health Home	CMS	Patient encounters for this measure can be conducted via telehealth (e.g., encounters coded with GQ, GT, 95, or POS 02 modifiers)	Patient encounters for this measure can be conducted via telehealth (e.g., encounters coded with GQ, GT, 95, or POS 02 modifiers)	Not applicable
Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics (APP-CH)	Child	NCQA	Psychosocial care can be provided through synchronous (real-time) audiovisual telehealth	Not applicable	Visits used to identify exclusions can be asynchronous two-way communication, synchronous (real-time) audiovisual telehealth, or synchronous (real-time) audio-only telehealth
Use of Opioids at High Dosage in Persons Without Cancer (OHD-AD)	Adult	PQA	Not applicable	Not applicable	Codes for identifying exclusions are not limited to any specific care setting
Use of Pharmacotherapy for Opioid Use Disorder (OUD-AD/HH)	Adult, Health Home	CMS	Not applicable	The encounter used to identify the denominator can be a telehealth encounter, if allowed by state policies	Not applicable (no exclusions)
Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC-CH)	Child	NCQA	Codes for identifying numerators are not limited to any specific care setting	Visits used to identify the denominator can be synchronous (real-time) audiovisual telehealth	Not applicable
Well-Child Visits in the First 30 Months of Life (W30-CH)	Child	NCQA	Well-care visits used to identify the numerator can be synchronous (real-time) audiovisual telehealth	Not applicable	Not applicable

Source: Data for this table were provided by measure stewards and are current as of December 2023.

Notes: "Not applicable" indicates that there are no relevant visits or services for which telehealth could be used in lieu of in-person care for delivery of an indicated service.

Measure specifications may vary in the level of specificity about telehealth allowances and may be subject to change as adoption and reimbursement of telehealth services evolve. More information about the measure technical specifications is available in the Core Set Resource Manuals at the links below. Please note that users will be required to accept the license agreement to access these resources.

Child Core Set Resource Manual: <https://www.medicaid.gov/medicaid/quality-of-care/downloads/medicaid-and-chip-child-core-set-manual.pdf>.

Adult Core Set Resource Manual: <https://www.medicaid.gov/medicaid/quality-of-care/downloads/medicaid-adult-core-set-manual.pdf>.

Health Home Core Set Resource Manual: <https://www.medicaid.gov/state-resource-center/medicaid-state-technical-assistance/downloads/FFY-2024-HH-Core-Set-Manual.pdf>.

^a The following contraceptive methods can be provided during a telehealth visit: oral contraceptive pills, contraceptive patch, contraceptive (vaginal) ring and surveillance of pills, patch, or ring. The following services cannot be provided through telehealth because they require the client to undergo an in-person procedure: female sterilization, IUD, implant, and injection.

^b The following contraceptive methods can be provided during a 90-day postpartum telehealth visit: oral contraceptive pills, contraceptive patch, contraceptive (vaginal) ring, and surveillance of pills, patch, or ring. The following services cannot be provided through telehealth because they require the client to undergo an in-person procedure: female sterilization, IUD, implant, and injection.

^c The CDF measure was originally specified for the Medicare program. State reimbursement policies determine whether telehealth is allowed for this measure for Core Set reporting.

Acronyms: CDC = Centers for Disease Control and Prevention; CMS = Centers for Medicare & Medicaid Services; HRSA = Health Resources and Services Administration; NCQA = National Committee for Quality Assurance; OHSU = Oregon Health and Science University OPA = U.S. Office of Population Affairs; PQA = Pharmacy Quality Alliance.

Table 3. 2024 Child, Adult, and Health Home Core Set Measures for which Telehealth is Not Applicable

Measure Name	Core Set	Measure Steward
Admission to an Institution from the Community (AIF-HH)	Health Home	CMS
Ambulatory Care: Emergency Department (ED) Visits (AMB-CH/HH)	Child, Health Home	NCQA
Cervical Cancer Screening (CCS-AD)	Adult	NCQA
Childhood Immunization Status (CIS-CH)	Child	NCQA
Chlamydia Screening in Women (CHL-CH/AD)	Child, Adult	NCQA
Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Health Plan Survey 5.1H – Child Version Including Medicaid and Children with Chronic Conditions Supplemental Items (CPC-CH) ^a	Child	AHRQ
Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Health Plan Survey 5.1H, Adult Version (Medicaid) (CPA-AD) ^a	Adult	AHRQ
Immunizations for Adolescents (IMA-CH)	Child	NCQA
Inpatient Utilization (IU-HH)	Health Home	CMS
Lead Screening in Children (LSC-CH)	Child	NCQA
Live Births Less Than 2,500 Grams (LBW-CH)	Child	CDC/NCHS
Low-Risk Cesarean Delivery (LRCD-CH)	Child	CDC/NCHS
Medical Assistance with Smoking and Tobacco Use Cessation (MSC-AD) ^a	Adult	NCQA
Metabolic Monitoring for Children and Adolescents on Antipsychotics (APM-CH)	Child	NCQA
National Core Indicators Survey (NCIIDD-AD) ^b	Adult	NASDDDS/ HSRI
PQI 01: Diabetes Short-Term Complications Admission Rate (PQI01-AD)	Adult	AHRQ
PQI 05: Chronic Obstructive Pulmonary Disease (COPD) or Asthma in Older Adults Admission Rate (PQI05-AD)	Adult	AHRQ
PQI 08: Heart Failure Admission Rate (PQI08-AD)	Adult	AHRQ
PQI 15: Asthma in Younger Adults Admission Rate (PQI15-AD)	Adult	AHRQ
PQI 92: Chronic Conditions Composite (PQI92-HH)	Health Home	AHRQ
Sealant Receipt on Permanent First Molars (SFM-CH)	Child	DQA (ADA)
Oral Evaluation, Dental Services (OEV-CH)	Child	DQA (ADA)
Topical Fluoride for Children (TFL-CH)	Child	DQA (ADA)

Source: Data for this table were provided by measure stewards and are current as of December 2023.

Note: Telehealth is not applicable for these measures because there are no relevant visits or services for which telehealth could be used in lieu of in-person care for delivery of an indicated service.

^a In response to the COVID-19 public health emergency, version 5.1H of the CAHPS Health Plan Survey was developed to acknowledge the various ways in which beneficiaries may receive care (in person, by phone, or by video). Telehealth is not explicitly mentioned as a strategy for medical assistance with smoking and tobacco use cessation.

^b In response to the COVID-19 public health emergency, the National Core Indicators In-Person Survey introduced videoconference administration protocols.

Acronyms: AHRQ = Agency for Healthcare Research & Quality; CDC = Centers for Disease Control and Prevention; CMS = Centers for Medicare & Medicaid Services; DQA (ADA) = Dental Quality Alliance (American Dental Association); HSRI = Human Services Research Institute; NASDDDS = National Association of State Directors of Developmental Disabilities Services; NCHS = National Center for Health Statistics; NCQA = National Committee for Quality Assurance; OPA = U.S. Office of Population Affairs.