
A BILL FOR AN ACT

RELATING TO TELEHEALTH.

BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF HAWAII:

1 SECTION 1. Section 346-59.1, Hawaii Revised Statutes, is
2 amended as follows:

3 1. By amending subsection (b) to read:

4 "(b) Reimbursement for services provided through
5 telehealth via an interactive telecommunications system shall be
6 equivalent to reimbursement for the same services provided via
7 in-person contact between a health care provider and a patient[
8 ~~provided that reimbursement for the diagnosis, evaluation, or~~
9 ~~treatment of a mental health disorder delivered through an~~
10 ~~interactive telecommunications system using two-way, real-time~~
11 ~~audio-only communication technology shall meet the requirements~~
12 ~~of title 42 Code of Federal Regulations section 410.78. Nothing~~
13 ~~in this section shall require a health care provider to be~~
14 ~~physically present with the patient at an originating site~~
15 ~~unless a health care provider at the distant site deems it~~
16 ~~necessary]."~~

17 2. By amending subsection (g) to read:



1 "(g) For the purposes of this section:

2 "Distant site" means the location of the health care
3 provider delivering services through telehealth at the time the
4 services are provided.

5 "Health care provider" means a provider of services, as
6 defined in title 42 United States Code section 1395x(u), a
7 provider of medical and other health services, as defined in
8 title 42 United States Code section 1395x(s), other
9 practitioners licensed by the State and working within their
10 scope of practice, and any other person or organization who
11 furnishes, bills, or is paid for health care in the normal
12 course of business, including but not limited to primary care
13 providers, mental health providers, oral health providers,
14 physicians and osteopathic physicians licensed under chapter
15 453, advanced practice registered nurses licensed under
16 chapter 457, psychologists licensed under chapter 465, and
17 dentists licensed under chapter 448.

18 "Interactive telecommunications system" [~~has the same~~
19 ~~meaning as the term is defined in title 42 Code of Federal~~
20 ~~Regulations section 410.78(a).~~] means multimedia communications
21 equipment that includes, at a minimum, audio and video equipment



1 permitting two-way, real-time interactive telecommunications
2 between the patient and distant site physician or practitioner.
3 "Interactive telecommunications system" may also include
4 two-way, real-time, audio-only communication technology for any
5 telehealth service furnished to a patient in the patient's home
6 if the distant site physician or practitioner is technically
7 capable of using an interactive telecommunications system but
8 the patient is not capable of, or does not consent to, the use
9 of video technology; provided that verification of the patient's
10 lack of video capability or consent shall be appended to any
11 claim for telehealth services furnished using two-way,
12 real-time, audio-only communications technology.

13 "Originating site" means the location where the patient is
14 located, whether accompanied or not by a health care provider,
15 at the time services are provided by a health care provider
16 through telehealth, including but not limited to a health care
17 provider's office, hospital, critical access hospital, rural
18 health clinic, federally qualified health center, a patient's
19 home, and other nonmedical environments such as school-based
20 health centers, university-based health centers, or the work
21 location of a patient.



1 "Telehealth" means the use of telecommunications services,
2 as defined in section 269-1, to encompass four modalities:
3 store and forward technologies, remote monitoring, live
4 consultation, and mobile health; and which shall include but not
5 be limited to real-time video conferencing-based communication,
6 secure interactive and non-interactive web-based communication,
7 and secure asynchronous information exchange, to transmit
8 patient medical information, including diagnostic-quality
9 digital images and laboratory results for medical interpretation
10 and diagnosis, for the purpose of delivering enhanced health
11 care services and information while a patient is at an
12 originating site and the health care provider is at a distant
13 site. Except as provided through an interactive
14 telecommunications system, standard telephone contacts,
15 facsimile transmissions, or e-mail text, in combination or
16 alone, do not constitute telehealth services."

17 SECTION 2. Section 431:2-211, Hawaii Revised Statutes, is
18 amended to read as follows:

19 "**§431:2-211 Annual report.** The commissioner, as early
20 each year as accurate preparation enables, shall prepare and
21 submit to the legislature a report [~~which~~] that shall contain:



1 (1) The condition of all insurers authorized to do
2 business in this State during the preceding year[-];

3 (2) A summary of abuses and deficiencies in benefit
4 payments, the complaints made to the commissioner and
5 their disposition, and the extent of compliance and
6 noncompliance by each insurer with the provisions of
7 this code[-];

8 (3) A summary of the telehealth claims reimbursed during
9 the preceding year, pursuant to Act _____, Session Laws
10 of Hawaii 2025; and

11 [~~3~~ ~~Such~~] (4) Any additional information and comments
12 relative to insurance activities in this State [æ]
13 that the commissioner deems proper."

14 SECTION 3. Section 431:10A-116.3, Hawaii Revised Statutes,
15 is amended as follows:

16 1. By amending subsection (c) to read:

17 "(c) Reimbursement for services provided through
18 telehealth via an interactive telecommunications system shall be
19 equivalent to reimbursement for the same services provided via
20 in-person contact between a health care provider and a patient;
21 provided that [~~reimbursement for two-way, real-time audio-only~~



1 ~~communication technology for purposes of diagnosis, evaluation,~~
2 ~~or treatment of a mental health disorder to a patient in the~~
3 ~~patient's home shall be equivalent to eighty per cent of the~~
4 ~~reimbursement for the same services provided via in-person~~
5 ~~contact between a health care provider and a patient. To] to be~~
6 reimbursed for telehealth via an interactive telecommunications
7 system using two-way, real-time audio-only communication
8 technology in accordance with this subsection, the health care
9 provider shall first conduct an in-person visit [~~or a telehealth~~
10 ~~visit that is not audio only,~~] within six months prior to the
11 initial audio-only visit, or within twelve months prior to any
12 subsequent audio-only visit. [~~The telehealth visit required~~
13 ~~prior to the initial or subsequent audio-only visit in this~~
14 ~~subsection shall not be provided using audio-only communication.~~
15 ~~Nothing in this section shall require a health care provider to~~
16 ~~be physically present with the patient at an originating site~~
17 ~~unless a health care provider at the distant site deems it~~
18 ~~necessary.]"~~

19 2. By amending subsection (g) to read:

20 "(g) For the purposes of this section:



1 "Distant site" means the location of the health care
2 provider delivering services through telehealth at the time the
3 services are provided.

4 "Health care provider" means a provider of services, as
5 defined in title 42 United States Code section 1395x(u), a
6 provider of medical and other health services, as defined in
7 title 42 United States Code section 1395x(s), other
8 practitioners licensed by the State and working within their
9 scope of practice, and any other person or organization who
10 furnishes, bills, or is paid for health care in the normal
11 course of business, including but not limited to primary care
12 providers, mental health providers, oral health providers,
13 physicians and osteopathic physicians licensed under
14 chapter 453, advanced practice registered nurses licensed under
15 chapter 457, psychologists licensed under chapter 465, and
16 dentists licensed under chapter 448.

17 "Interactive telecommunications system" [~~has the same~~
18 ~~meaning as the term is defined in title 42 Code of Federal~~
19 ~~Regulations section 410.78(a).~~] means multimedia communications
20 equipment that includes, at a minimum, audio and video equipment
21 permitting two-way, real-time interactive telecommunications



1 between the patient and distant site physician or practitioner.
2 "Interactive telecommunications system" may also include
3 two-way, real-time, audio-only communication technology for any
4 telehealth service furnished to a patient in the patient's home
5 if the distant site physician or practitioner is technically
6 capable of using an interactive telecommunications system but
7 the patient is not capable of, or does not consent to, the use
8 of video technology; provided that verification of the patient's
9 lack of video capability or consent shall be appended to any
10 claim for telehealth services furnished using two-way,
11 real-time, audio-only communications technology.

12 "Originating site" means the location where the patient is
13 located, whether accompanied or not by a health care provider,
14 at the time services are provided by a health care provider
15 through telehealth, including but not limited to a health care
16 provider's office, hospital, health care facility, a patient's
17 home, and other nonmedical environments such as school-based
18 health centers, university-based health centers, or the work
19 location of a patient.

20 "Telehealth" means the use of telecommunications services,
21 as defined in section 269-1, to encompass four modalities:



1 store and forward technologies, remote monitoring, live
2 consultation, and mobile health; and which shall include but not
3 be limited to real-time video conferencing-based communication,
4 secure interactive and non-interactive web-based communication,
5 and secure asynchronous information exchange, to transmit
6 patient medical information, including diagnostic-quality
7 digital images and laboratory results for medical interpretation
8 and diagnosis, for the purpose of delivering enhanced health
9 care services and information while a patient is at an
10 originating site and the health care provider is at a distant
11 site. Except as provided through an interactive
12 telecommunications system, standard telephone contacts,
13 facsimile transmissions, or e-mail text, in combination or
14 alone, do not constitute telehealth services."

15 SECTION 4. Section 432:1-601.5, Hawaii Revised Statutes,
16 is amended as follows:

17 1. By amending subsection (c) to read:

18 "(c) Reimbursement for services provided through
19 telehealth via an interactive telecommunications system shall be
20 equivalent to reimbursement for the same services provided via
21 in-person contact between a health care provider and a patient;



1 provided that [~~reimbursement for two-way, real-time audio-only~~
2 ~~communication technology for purposes of diagnosis, evaluation,~~
3 ~~or treatment of a mental health disorder to a patient in the~~
4 ~~patient's home shall be equivalent to eighty per cent of the~~
5 ~~reimbursement for the same services provided via in-person~~
6 ~~contact between a health care provider and a patient. To] to be
7 reimbursed for telehealth via an interactive telecommunications
8 system using two-way, real-time audio-only communication
9 technology in accordance with this subsection, the health care
10 provider shall first conduct an in-person visit [~~or a telehealth~~
11 ~~visit that is not audio-only,~~] within six months prior to the
12 initial audio-only visit, or within twelve months prior to any
13 subsequent audio-only visit. [~~The telehealth visit required~~
14 ~~prior to the initial or subsequent audio-only visit in this~~
15 ~~subsection shall not be provided using audio-only communication.~~
16 ~~Nothing in this section shall require a health care provider to~~
17 ~~be physically present with the patient at an originating site~~
18 ~~unless a health care provider at the distant site deems it~~
19 ~~necessary.]"~~~~

20 2. By amending subsection (g) to read:

21 "(g) For the purposes of this section:



1 "Health care provider" means a provider of services, as
2 defined in title 42 United States Code section 1395x(u), a
3 provider of medical and other health services, as defined in
4 title 42 United States Code section 1395x(s), other
5 practitioners licensed by the State and working within their
6 scope of practice, and any other person or organization who
7 furnishes, bills, or is paid for health care in the normal
8 course of business, including but not limited to primary care
9 providers, mental health providers, oral health providers,
10 physicians and osteopathic physicians licensed under
11 chapter 453, advanced practice registered nurses licensed under
12 chapter 457, psychologists licensed under chapter 465, and
13 dentists licensed under chapter 448.

14 "Interactive telecommunications system" [~~has the same~~
15 ~~meaning as the term is defined in title 42 Code of Federal~~
16 ~~Regulations section 410.78(a).~~] means multimedia communications
17 equipment that includes, at a minimum, audio and video equipment
18 permitting two-way, real-time interactive telecommunications
19 between the patient and distant site physician or practitioner.
20 "Interactive telecommunications system" may also include
21 two-way, real-time, audio-only communication technology for any



1 telehealth service furnished to a patient in the patient's home
2 if the distant site physician or practitioner is technically
3 capable of using an interactive telecommunications system but
4 the patient is not capable of, or does not consent to, the use
5 of video technology; provided that verification of the patient's
6 lack of video capability or consent shall be appended to any
7 claim for telehealth services furnished using two-way,
8 real-time, audio-only communications technology.

9 "Originating site" means the location where the patient is
10 located, whether accompanied or not by a health care provider,
11 at the time services are provided by a health care provider
12 through telehealth, including but not limited to a health care
13 provider's office, hospital, health care facility, a patient's
14 home, and other nonmedical environments such as school-based
15 health centers, university-based health centers, or the work
16 location of a patient.

17 "Telehealth" means the use of telecommunications services,
18 as defined in section 269-1, to encompass four modalities:
19 store and forward technologies, remote monitoring, live
20 consultation, and mobile health; and which shall include but not
21 be limited to real-time video conferencing-based communication,



1 secure interactive and non-interactive web-based communication,
2 and secure asynchronous information exchange, to transmit
3 patient medical information, including diagnostic-quality
4 digital images and laboratory results for medical interpretation
5 and diagnosis, for the purpose of delivering enhanced health
6 care services and information while a patient is at an
7 originating site and the health care provider is at a distant
8 site. Except as provided through an interactive
9 telecommunications system, standard telephone contacts,
10 facsimile transmissions, or e-mail text, in combination or
11 alone, do not constitute telehealth services."

12 SECTION 5. Section 432D-23.5, Hawaii Revised Statutes, is
13 amended as follows:

14 1. By amending subsection (c) to read:

15 "(c) Reimbursement for services provided through
16 telehealth via an interactive telecommunications system shall be
17 equivalent to reimbursement for the same services provided via
18 in-person contact between a health care provider and a patient;
19 provided that [~~reimbursement for two-way, real-time audio-only~~
20 ~~communication technology for purposes of diagnosis, evaluation,~~
21 ~~or treatment of a mental health disorder to a patient in the~~



1 ~~patient's home shall be equivalent to eighty per cent of the~~
2 ~~reimbursement for the same services provided via in-person~~
3 ~~contact between a health care provider and a patient. To] to be~~
4 reimbursed for telehealth via an interactive telecommunications
5 system using two-way, real-time audio-only communication
6 technology in accordance with this subsection, the health care
7 provider shall first conduct an in-person visit [~~or a telehealth~~
8 ~~visit that is not audio only,~~] within six months prior to the
9 initial audio-only visit, or within twelve months prior to any
10 subsequent audio-only visit. [~~The telehealth visit required~~
11 ~~prior to the initial or subsequent audio-only visit in this~~
12 ~~subsection shall not be provided using audio-only communication.~~
13 ~~Nothing in this section shall require a health care provider to~~
14 ~~be physically present with the patient at an originating site~~
15 ~~unless a health care provider at the distant site deems it~~
16 ~~necessary.]"~~

17 2. By amending subsection (g) to read:

18 "(g) For the purposes of this section:

19 "Distant site" means the location of the health care
20 provider delivering services through telehealth at the time the
21 services are provided.



1 "Health care provider" means a provider of services, as
2 defined in title 42 United States Code section 1395x(u), a
3 provider of medical and other health services, as defined in
4 title 42 United States Code section 1395x(s), other
5 practitioners licensed by the State and working within their
6 scope of practice, and any other person or organization who
7 furnishes, bills, or is paid for health care in the normal
8 course of business, including but not limited to primary care
9 providers, mental health providers, oral health providers,
10 physicians and osteopathic physicians licensed under
11 chapter 453, advanced practice registered nurses licensed under
12 chapter 457, psychologists licensed under chapter 465, and
13 dentists licensed under chapter 448.

14 "Interactive telecommunications system" [~~has the same~~
15 ~~meaning as the term is defined in title 42 Code of Federal~~
16 ~~Regulations section 410.78(a).~~] means multimedia communications
17 equipment that includes, at a minimum, audio and video equipment
18 permitting two-way, real-time interactive telecommunications
19 between the patient and distant site physician or practitioner.
20 "Interactive telecommunications system" may also include
21 two-way, real-time, audio-only communication technology for any



1 telehealth service furnished to a patient in the patient's home
2 if the distant site physician or practitioner is technically
3 capable of using an interactive telecommunications system but
4 the patient is not capable of, or does not consent to, the use
5 of video technology; provided that verification of the patient's
6 lack of video capability or consent shall be appended to any
7 claim for telehealth services furnished using two-way,
8 real-time, audio-only communications technology.

9 "Originating site" means the location where the patient is
10 located, whether accompanied or not by a health care provider,
11 at the time services are provided by a health care provider
12 through telehealth, including but not limited to a health care
13 provider's office, hospital, health care facility, a patient's
14 home, and other nonmedical environments such as school-based
15 health centers, university-based health centers, or the work
16 location of a patient.

17 "Telehealth" means the use of telecommunications services,
18 as defined in section 269-1, to encompass four modalities:
19 store and forward technologies, remote monitoring, live
20 consultation, and mobile health; and which shall include but not
21 be limited to real-time video conferencing-based communication,



1 secure interactive and non-interactive web-based communication,
2 and secure asynchronous information exchange, to transmit
3 patient medical information, including diagnostic-quality
4 digital images and laboratory results for medical interpretation
5 and diagnosis, for the purpose of delivering enhanced health
6 care services and information while a patient is at an
7 originating site and the health care provider is at a distant
8 site. Except as provided through an interactive
9 telecommunications system, standard telephone contacts,
10 facsimile transmissions, or e-mail text, in combination or
11 alone, do not constitute telehealth services."

12 SECTION 6. Section 453-1.3, Hawaii Revised Statutes, is
13 amended as follows:

14 1. By amending subsection (h) to read:

15 "(h) Unless otherwise provided by law, reimbursement for
16 behavioral health services provided through telehealth via an
17 interactive telecommunications system shall be equivalent to
18 reimbursement for the same services provided via in-person
19 contact between a health care provider and a patient; provided
20 that [~~reimbursement for two-way, real-time audio-only~~
21 ~~communication technology for purposes of diagnosis, evaluation,~~



1 ~~or treatment of a mental health disorder to a patient in the~~
2 ~~patient's home shall be equivalent to eighty per cent of the~~
3 ~~reimbursement for the same services provided via in-person~~
4 ~~contact between a health care provider and a patient. To] to be~~
5 reimbursed for telehealth via an interactive telecommunications
6 system using two-way, real-time audio-only communication
7 technology in accordance with this subsection, the health care
8 provider shall first conduct an in-person visit [~~or a telehealth~~
9 ~~visit that is not audio only,~~] within six months prior to the
10 initial audio-only visit, or within twelve months prior to any
11 subsequent audio-only visit. [~~The telehealth visit required~~
12 ~~prior to the initial or subsequent audio-only visit in this~~
13 ~~subsection shall not be provided using audio-only~~
14 ~~communication.]"~~

15 2. By amending subsection (j) to read:

16 "(j) For the purposes of this section:

17 "Distant site" means the location of the physician
18 delivering services through telehealth at the time the services
19 are provided.

20 "Interactive telecommunications system" [~~has the same~~
21 ~~meaning as the term is defined in title 42 Code of Federal~~



1 ~~Regulations section 410.78(a).]~~ means multimedia communications
2 equipment that includes, at a minimum, audio and video equipment
3 permitting two-way, real-time interactive telecommunications
4 between the patient and distant site physician or practitioner.
5 "Interactive telecommunications system" may also include
6 two-way, real-time, audio-only communication technology for any
7 telehealth service furnished to a patient in the patient's home
8 if the distant site physician or practitioner is technically
9 capable of using an interactive telecommunications system but
10 the patient is not capable of, or does not consent to, the use
11 of video technology; provided that verification of the patient's
12 lack of video capability or consent shall be appended to any
13 claim for telehealth services furnished using two-way,
14 real-time, audio-only communications technology.

15 "Originating site" means the location where the patient is
16 located, whether accompanied or not by a health care provider,
17 at the time services are provided by a physician through
18 telehealth, including but not limited to a physician's office,
19 hospital, health care facility, a patient's home, and other
20 non-medical environments such as school-based health centers,



1 university-based health centers, or the work location of a
2 patient.

3 "Telehealth" means the use of telecommunications as defined
4 in section 269-1, to encompass four modalities: store and
5 forward technologies, remote monitoring, live consultation, and
6 mobile health; and which shall include but not be limited to
7 real-time video conferencing-based communication, secure
8 interactive and non-interactive web-based communication, and
9 secure asynchronous information exchange, to transmit patient
10 medical information, including diagnostic-quality digital images
11 and laboratory results for medical interpretation and diagnosis,
12 for the purposes of: delivering enhanced health care services
13 and information while a patient is at an originating site and
14 the physician is at a distant site; establishing a
15 physician-patient relationship; evaluating a patient; or
16 treating a patient. Except as provided through an interactive
17 telecommunications system, standard telephone contacts,
18 facsimile transmissions, or e-mail text, in combination or
19 alone, do not constitute telehealth services."

20 SECTION 7. Beginning with the regular session of 2026 and
21 each regular session thereafter, the insurance commissioner's



1 annual report to the legislature shall include the total number
2 of claims reimbursed in the previous calendar year for:

- 3 (1) Telehealth services;
- 4 (2) Telehealth services related to mental health;
- 5 (3) Audio-only telehealth services related to mental
6 health;
- 7 (4) Telehealth services not related to mental health; and
- 8 (5) Audio-only telehealth services not related to mental
9 health.

10 SECTION 8. Act 107, Session Laws of Hawaii 2023, is
11 amended by amending section 8 to read as follows:

12 "SECTION 8. This Act shall take effect upon its approval[+
13 ~~provided that on December 31, 2025, this Act shall be repealed~~
14 ~~and sections 346-59.1, 431:10A-116.3, 432:1-601.5, 432D-23.5,~~
15 ~~and 453-1.3, Hawaii Revised Statutes, shall be reenacted in the~~
16 ~~form in which they read on the day prior to the effective date~~
17 ~~of this Act]."~~

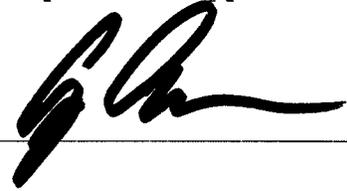
18 SECTION 9. This Act does not affect rights and duties that
19 matured, penalties that were incurred, and proceedings that were
20 begun before its effective date.



1 SECTION 10. Statutory material to be repealed is bracketed
2 and stricken. New statutory material is underscored.

3 SECTION 11. This Act shall take effect upon its approval.
4

INTRODUCED BY: _____

A handwritten signature in black ink, appearing to be 'G. L. H.', written over a horizontal line.

JAN 17 2025



H.B. NO. 557

Report Title:

Telehealth; Audio-Only; Medicare; Insurance Reimbursement

Description:

Updates the State's laws on telehealth services to conform with federal Medicare regulations. Requires the Insurance Commissioner to report to the Legislature on reimbursements claimed in the previous year for certain telehealth services. Repeals the sunset date of Act 107, Session Laws of Hawaii 2023.

The summary description of legislation appearing on this page is for informational purposes only and is not legislation or evidence of legislative intent.

