

Updated: 05/20/20

Per HHS announcement re telehealth: <a href="http://www.hhs.gov/hipaa/for-professionals/special-topics/emergency-preparedness/notification-enforcement-discretion-telehealth/index.html">www.hhs.gov/hipaa/for-professionals/special-topics/emergency-preparedness/notification-enforcement-discretion-telehealth/index.html</a>			
<b>Are you following the HHS guidelines for the methods that will be considered telehealth (e.g. SKYPE, Facetime, etc.)? How should they be billed?</b>			
<b>Follow Common Direction?</b>		<b>Methods of interactions between providers and COVID &amp; non-COVID patient outlined in the announcement (e.g. SKYPE, Facetime, etc.) would be considered telehealth and should be billed appropriately in accordance with CMS guidelines</b>	
<b>Aetna</b>	Yes 03/30/20	<a href="#">Aetna COVID page</a> Scroll down to ‘What code would be used if a physician performs a telehealth visit?’	
<b>Amerigroup - DSNP</b>	Yes 04/21/20	<a href="#">Provider COVID FAQ</a>	
<b>CHPW- Commercial</b>	Yes 03/27/20		
<b>Cigna</b>	Yes 05/04/20	Cigna will not make any requirements regarding the type of technology used (i.e., phone, video, FaceTime, Skype, etc. are all appropriate to use at this time).  <a href="#">COVID Provider page</a> Scroll down to “Interim Billing Guidelines” and Select “Important Notes”	
<b>Coordinated Care- Commercial</b>	Yes 03/27/20		
<b>First Choice (TPA and PPO)</b>	Yes 03/27/20		
<b>HCA – Apple Health</b>	Yes 04/10/20	Guidance for all services and telehealth policies effective for the pandemic are posted in the form of FAQs at <a href="https://www.hca.wa.gov/information-about-novel-coronavirus-covid-19">https://www.hca.wa.gov/information-about-novel-coronavirus-covid-19</a> Click on ‘Providers, Billers and Partners’ and View under General Information	

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		HCA also makes available free HIPAA compliant Zoom licenses. <a href="https://www.hca.wa.gov/hca-offers-limited-number-no-cost-telehealth-technology-licenses-providers">https://www.hca.wa.gov/hca-offers-limited-number-no-cost-telehealth-technology-licenses-providers</a>	
<b>Medicaid FFS</b>	Yes 03/27/20		
<b>Amerigroup</b>	Yes 04/17/20		
<b>CHPW</b>	Yes 03/27/20		
<b>Coordinated Care</b>	Yes 03/27/20		
<b>Molina</b>	Yes 03/27/20	See <a href="#">Molina COVID Resource Page</a>  Scroll down to Molina's detailed COVID-19 Telehealth Billing Policy & follow link for additional details by program (Medicaid, Marketplace, Medicare)	
<b>UHC Community Plan</b>	Yes 04/10/20		
<b>KP-NW</b>	Yes 03/27/20	We don't place restrictions on the platforms used by our contracted providers to deliver telemedicine services, however, providers must bill in accordance with CMS telehealth billing guidelines.	
<b>KP-WA</b>			
<b>Labor &amp; Industries</b>	No 05/20/20	L&I specifically defines telehealth as face-to-face services delivered by a qualified medical provider through a real-time, two-way, audio video connection. These services aren't appropriate without a video connection.	

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<b>Molina - Marketplace</b>	Yes 03/27/20	See <a href="#">Molina COVID Resource Page</a>  Scroll down to Molina's detailed COVID-19 Telehealth Billing Policy & follow link for additional details by program (Medicaid, Marketplace, Medicare)	
<b>Pacific Source</b>	Yes 03/27/20		
<b>Premera</b>	Yes 03/27/20	<a href="#">Premera Telehealth</a>	The 2020 CPT code book contains significant new guidance on telehealth services as well and should be a standard reference.
<b>Providence</b>	Yes 03/27/20	Effective March 6, 2020 Providence Health Plan has enacted a temporary emergency policy to reimburse contracted providers for telehealth services without requiring an originating site. Providers may be paid for services performed by two-way video connections where the patient is calling from a personal device. No contract amendments or provider attestations will be required for reimbursement under this emergency policy. Our contracted providers may access this emergency policy to learn more by visiting the ProvLink provider portal at <a href="#">Providence Login</a> .	
<b>Regence</b>	Yes 04/28/20	We are following the U.S. Department of Health and Human Services' guidance with respect to HIPAA compliant platform requirements (e.g. SKYPE, Facetime, etc. are allowed).	

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		Additionally, Regence has temporarily expanded medical and behavioral health telehealth services. Please visit <a href="https://www.regence.com/provider/library/whats-new/covid-19#temporary-updates-to-telehealth">https://www.regence.com/provider/library/whats-new/covid-19#temporary-updates-to-telehealth</a> for details surrounding the expansion and instructions for billing these services.	
<b>UHC - Commercial</b>	Yes 04/28/20	<a href="#">Provider COVID resource</a>  See the section on “Telehealth Services”	