

Updated: 06/15/20

Will telehealth be a covered service for patients new to that provider?			
Answer to Question:			
Aetna	Yes 03/27/20	A prior face-to-face visit is not required for a provider to provide telemedicine services.	
Amerigroup - DSNP	Yes 04/21/20	Provider COVID FAQ	
CHPW - Medicare Advantage	Yes 04/21/20	We are following the HCA and CMS guidelines	
Cigna	Yes 03/27/20	During this crisis, Cigna will not make any requirements as it relates to these services being for a new or existing patient COVID Provider page Scroll down to "Interim Billing Guidelines" and Select "Important Notes"	
Coordinated Care - Commercial	Yes 03/27/20	There are no restrictions on new versus established patients.	
First Choice (TPA and PPO)	Yes 03/27/20	First Choice Health is following the CMS expanded coverage guidelines for new and established patients.	
HCA – Apple Health	Yes 04/11/20	See specific instructions for FFS and MCOs below	
Medicaid FFS	Yes 03/27/20	Telemedicine services for established and non-established patients will be covered. For telephone and online digital E and M, which are typically covered for non-established patients, Medicaid is allowing use of codes 99441-99443, 99421-99423 for both new or established patients, accompanied by the CR modifier, and billed at the line level.	
Amerigroup	Yes 03/24/20	HCA is allowing use of codes 99441-99443, 99421-99423 for new or established patients during this crisis and is applying this guidance to Medicaid MCOs	
CHPW	Yes 04/21/20	We are following the HCA and CMS guidelines	
Coordinated Care	Yes 03/27/20	There are no restrictions on new versus established patients.	

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Molina	Yes 03/27/20	See Molina COVID Resource Page Scroll down to Molina’s detailed COVID-19 Telehealth Billing Policy & follow link for additional details by program (Medicaid, Marketplace, Medicare detail)	
UCH Community Plan	Yes 04/11/20		
KP-NW	Yes	During the crisis	
KP-WA	03/27/20		
Labor & Industries	Yes 5/20/20	When those services are covered via telehealth. https://www.lni.wa.gov/patient-care/billing-payments/marfsdocs/2019/200309temptelehealthinitialevalspolicy.pdf	
Molina - Marketplace	Yes 03/27/20	See Molina COVID Resource Page Scroll down to Molina’s detailed COVID-19 Telehealth Billing Policy & follow link for additional details by program (Medicaid, Marketplace, Medicare detail)	
Pacific Source	Yes 03/27/20	We are following CMS expanded coverage guidelines, which does allow telehealth visits for both new and established patients.	
Premera	Yes 03/27/20	A new patient may be provided with telehealth services.	
Providence	Yes 06/15/20	PHP will reimburse contracted providers for telehealth visits provided to new and established patients during the emergency. Contracted providers may reference Payment Policies 92.0, 53.0 and 67.0A, 67.0B, 67.0C on our provider portal for more information. Providence Login	
Regence	Yes 03/27/20	A new patient may be provided with telehealth services.	
UHC - Commercial	Yes 04/28/20	Provider COVID resource See the section on “Telehealth Services”	

