

Updated: 05/20/20

Per HHS announcement re telehealth: www.hhs.gov/hipaa/for-professionals/special-topics/emergency-preparedness/notification-enforcement-discretion-telehealth/index.html			
Are you following the HHS guidelines for the methods that will be considered telehealth (e.g. SKYPE, Facetime, etc.)? How should they be billed?			
Follow Common Direction?		Methods of interactions between providers and COVID & 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	
Aetna	Yes 03/30/20	Aetna COVID page Scroll down to ‘What code would be used if a physician performs a telehealth visit?’	
Amerigroup - DSNP	Yes 04/21/20	Provider COVID FAQ	
CHPW- Medicare Advantage	Yes 03/27/20		
Cigna	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). COVID Provider page Scroll down to “Interim Billing Guidelines” and Select “Important Notes”	
Coordinated Care- Commercial	Yes 03/27/20		
First Choice (TPA and PPO)	Yes 03/27/20		
HCA – Apple Health	Yes 04/10/20	Guidance for all services and telehealth policies effective for the pandemic are posted in the form of FAQs at https://www.hca.wa.gov/information-about-novel-coronavirus-covid-19 Click on ‘Providers, Billers and Partners’ and View under General Information	

Per HHS announcement re telehealth: www.hhs.gov/hipaa/for-professionals/special-topics/emergency-preparedness/notification-enforcement-discretion-telehealth/index.html

Are you following the HHS guidelines for the methods that will be considered telehealth (e.g. SKYPE, Facetime, etc.)? How should they be billed?

Follow Common Direction?		Methods of interactions between providers and COVID & 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	
		HCA also makes available free HIPAA compliant Zoom licenses. https://www.hca.wa.gov/hca-offers-limited-number-no-cost-telehealth-technology-licenses-providers	
Medicaid FFS	Yes 03/27/20		
Amerigroup	Yes 04/17/20		
CHPW	Yes 03/27/20		
Coordinated Care	Yes 03/27/20		
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)	
UHC Community Plan	Yes 04/10/20		
KP-NW	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.	
KP-WA			
Labor & Industries	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.	

Per HHS announcement re telehealth: www.hhs.gov/hipaa/for-professionals/special-topics/emergency-preparedness/notification-enforcement-discretion-telehealth/index.html

Are you following the HHS guidelines for the methods that will be considered telehealth (e.g. SKYPE, Facetime, etc.)? How should they be billed?

Follow Common Direction?		Methods of interactions between providers and COVID & 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	
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)	
Pacific Source	Yes 03/27/20		
Premera	Yes 03/27/20	Premera Telehealth	The 2020 CPT code book contains significant new guidance on telehealth services as well and should be a standard reference.
Providence	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 Providence Login .	
Regence	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).	

Per HHS announcement re telehealth: www.hhs.gov/hipaa/for-professionals/special-topics/emergency-preparedness/notification-enforcement-discretion-telehealth/index.html			
Are you following the HHS guidelines for the methods that will be considered telehealth (e.g. SKYPE, Facetime, etc.)? How should they be billed?			
Follow Common Direction?		Methods of interactions between providers and COVID & 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	
		Additionally, Regence has temporarily expanded medical and behavioral health telehealth services. Please visit https://www.regence.com/provider/library/whats-new/covid-19#temporary-updates-to-telehealth for details surrounding the expansion and instructions for billing these services.	
UHC - Commercial	Yes 04/28/20	Provider COVID resource See the section on “Telehealth Services”	