

COVID19 Telemedicine Guidelines

Payer	Effective Date	Provider Type	Telehealth Visits	Virtual Check-ins	E-Visits	Telephone Services	Originating Site	Distant Site
<u>Anthem</u>	3/17/2020 - 6/14/2020	Physicians, NP's, PA's, Midwives, CNS's, CNA's, Clinical Psychologists, Clinical Social Workers	Yes, cost share <u>waived</u>	Yes, cost share <u>waived</u>	No	Yes 98966-98968 99441-99443	Any Healthcare Facility & Patient Home	Any Healthcare Facility
<u>Medicare</u>	3/6/2020	Physicians, NP's, PA's, Midwives, CNS's, CNA's, Clinical Psychologists, Clinical Social Workers	Yes, established patient requirement <u>waived</u> ; Provider <u>can</u> reduce or waive cost-share	Yes, G2012: G2010 with <u>established patient</u> ; co-pay & co-insurance <u>not waived</u>	Yes, 99421-99423 G2061-G2063 with <u>established patient</u> ; co-pay & co-insurance <u>not waived</u>	No 98966-98968 99441-99444	Any Healthcare Facility & Patient Home	Any Healthcare Facility
<u>CareSource***</u>	3/20/2020	All licensed providers including residents, OTA & PTA.	Yes, cost share <u>waived</u>	Yes, cost share <u>waived</u>	Yes, cost share <u>waived</u>	Yes, cost share <u>waived</u>	No limitation	No limitation but access to patient medical record
<u>United Healthcare</u>	3/17/2020 - 6/18/2020	Physicians, NP's, PA's, Midwives, CNS's, CNA's, Clinical Psychologists, Clinical Social Workers	Yes*, cost sharing <u>waived</u> .	Yes, G2012: G2010 with <u>established patient</u> ; cost sharing <u>not waived</u>	Yes, 99421-99423 G2061-G2063 with <u>established patient</u> ; cost sharing <u>not waived</u>	No 98966-98968 99441-99443	Any Healthcare Facility & Patient Home	Any Healthcare Facility
<u>Aetna</u>	3/6/2020 - 6/4/2020	Physicians, NP's, PA's, Midwives, CNS's, CNA's, Clinical Psychologists, Clinical Social Workers	Yes**, cost share <u>waived</u>	Yes, cost share <u>waived</u>	Yes, cost share <u>waived</u>	Yes 98966-98968 99441-99443	Any Healthcare Facility & Patient Home	Any Healthcare Facility

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<u>Medical Mutual of Ohio</u>	4/1/2020	Physicians, NP's, PA's, Midwives, CNS's, CNA's, Clinical Psychologists, Clinical Social Workers	Yes, cost sharing <u>not waived</u> .	Yes, cost sharing <u>not waived</u> .	Yes, cost sharing <u>not waived</u> .	No	Any Healthcare Facility & Patient Home	Any Healthcare Facility
<u>Humana</u>	3/6/2020 - 6/4/2020		Yes, Zero co-pay	No	Yes, 99421-99423 with established <u>MA patient only</u> ; co-pay & co-insurance <u>not waived</u>	Yes 99441-99443		
<u>Buckeye</u>	3/16/2020	Physicians, NP's, PA's, Midwives, CNS's, CNA's, Clinical Psychologists, Clinical Social Workers	Yes, cost share <u>waived</u>	Yes, cost share <u>waived</u>	Yes, cost share <u>waived</u>		Any Healthcare Facility & Patient Home	Any Healthcare Facility
<u>Cigna</u>	3/2/2020 - 5/31/2020		Yes, cost sharing <u>waived</u> .	Yes, G2012cost sharing <u>waived</u> .	Yes, cost sharing <u>waived</u> .	Yes, 99241	Any Healthcare Facility	Any Healthcare Facility
<u>Ohio Medicaid</u>	3/20/2020	All licensed providers including residents, OTA & PTA.	Yes, cost share <u>waived</u>	Yes, cost share <u>waived</u>	Yes, cost share <u>waived</u>	Yes, cost share <u>waived</u>	No limitation	No limitation but access to patient medical record
<u>Humana Military (TriCare)</u>	8/1/2003	TriCare Authorized Provider	Yes, cost share <u>not waived</u>	Yes, cost share <u>not waived</u>	Yes, cost share <u>not waived</u>	No	No waiver - Q3015	No waiver - GQ Modifier
<u>Paramount</u>	1/1/2018	Physician, Psychologist	Yes, cost share <u>waived</u>	No	No	No	Any Healthcare Facility	Any Healthcare Facility

*Some UHC self-funded members may not cover provider-based telehealth services under their member benefit plans.

**For Aetna Group Medicare Advantage members with Teladoc benefit the copay is not waived.

*** Caresource is working on getting the claims processing system set up to accept claims

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