



This article was taken from the UHCprovider.com website - <https://www.uhcprovider.com/en/resource-library/news/Novel-Coronavirus-COVID-19/covid19-telehealth-services/covid19-telehealth-services-telehealth.html>

According to the UHCprovider.com website, UnitedHealthcare is waiving the Centers for Medicare and Medicaid (CMS) originating site restriction and audio-video requirement for Medicare Advantage, Medicaid, and Individual and Group Market health plan members from March 18, 2020 until June 18, 2020. Eligible care providers can bill for telehealth services performed using interactive audio-video or audio-only, except in the cases where we have explicitly denoted the need for interactive audio/video, such as with PT/OT/ST, while a patient is at home.

The reimbursement policy change applies to services provided to members covered by all Medicaid plans.

By removing the originating site and audio-video requirement, UnitedHealthcare has broadened access to telehealth services. Telehealth services will be reimbursed, based on national reimbursement determinations, policies and contracted rates, as outlined in a care provider's participation agreement. You can find a breakdown by network plan under the Billing Guidance section.

The policy changes apply to members whose benefit plans cover telehealth services and allow those patients to connect with their doctor through live, interactive audio-video or audio-only visits (some of our self-funded customers may not cover provider-based telehealth services under their member benefit plans). We will not require attestation, except for with behavioral health services; for more information, visit providerexpress.com. UnitedHealthcare reimburses telehealth services according to its telehealth reimbursement policies. Depending on whether a claim is for a Medicare Advantage, Medicaid, or Individual and Group Market health plan member, those policies require slightly different modifiers or place of service indicators for a telehealth claim to be reimbursed. These policy changes will allow you to simply bill for telehealth services performed while the patient is at home.

UnitedHealthcare will reimburse appropriate claims for telehealth services for dates of service from March 18, 2020 until June 18, 2020.