



Resources for physicians, administrators and healthcare professionals

Mar 17, 2020 Important Information from UnitedHealthcare
on [COVID-19](#)

Important Information from ...

Provider Telehealth Policies

Last update: March 17, 2020

Effective immediately, UnitedHealthcare is expanding our policies around telehealth services for our Medicare Advantage, Medicaid and commercial membership, making it even easier for patients to connect with their health care provider.

UnitedHealthcare will waive the Centers for Medicare and Medicaid's (CMS) originating site restriction for Medicare Advantage, Medicaid and commercial members, so that care providers can bill for telehealth services performed while a patient is at home.

This change in policy is effective until April 30, 2020, but we may extend that date if necessary and will communicate through all appropriate channels.

Feedback

This policy change applies to members whose benefit plans cover telehealth services, and will allow those patients to connect with their doctor through audio/video visits. Member cost sharing and benefit plans apply.

UnitedHealthcare will also reimburse providers for telephone calls to existing patients, as described below.

Until April 30, 2020, UnitedHealthcare will reimburse appropriate claims for telehealth services under the following codes:

Commercial	+
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Medicaid	+
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Medicare Advantage	+
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Additionally, for commercial, Medicare Advantage and some Medicaid plans, UnitedHealthcare already reimburses appropriate claims for several technology-based communication services, including virtual check-ins, which may be done by telephone, for established patients.

Until April 30, 2020, UnitedHealthcare will extend this reimbursement to all Medicaid plans.

Virtual Check-In, including Telephone:

Commercial & Medicare Advantage	-
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Our commercial and Medicare Advantage plans currently reimburse for “virtual check-in” patients to connect with their doctors remotely. These services are for established



patients, not related to a medical visit within the previous 7 days and not resulting in a medical visit within the next 24 hours (or soonest appointment available). These services can be billed when furnished through several communication technology modalities, such as telephone (HCPCS code G2012) or captured video or image (HCPCS code G2010).

UnitedHealthcare will also reimburse for patients to communicate with their doctors using online patient portals, using CPT codes 99421-99423 and HCPCS codes G2061-G2063, as applicable.

Medicaid

Effective immediately through April 30, 2020, our Medicaid plans will reimburse for “virtual check-in” patients to connect with their doctors remotely. These services are for established patients, not related to a medical visit within the previous 7 days and not resulting in a medical visit within the next 24 hours (or soonest appointment available). These services can be billed when furnished through several communication technology modalities, such as telephone (HCPCS code G2012) or captured video or image (HCPCS code G2010).

UnitedHealthcare will also reimburse for patients to communicate with their doctors using online patient portals, using CPT codes 99421-99423 and HCPCS codes G2061-G2063, as applicable.

Feedback