

# Commitment to Communication

*From your Provider Relations team.*



2 Executive Park Drive • Bedford, NH 03110

## EXPANDED TELEHEALTH COVERAGE EXTENDED IN RESPONSE TO CONTINUED NATIONAL COVID-19 PUBLIC HEALTH EMERGENCY

Dear Providers,

On July 23, 2020, HHS Secretary Alex Azar renewed the COVID-19 Public Health Emergency. This extends flexibilities and funding tied to the public health emergency (PHE) to continue for another 90 days.

In order to ensure that all of our members have needed access to care, we have increased the scope and scale of our use of telehealth services for all products for the duration of the national COVID-19 public health emergency. These coverage expansions benefit not only members who have contracted or been exposed to the novel coronavirus, but also those members who need to seek care unrelated to COVID-19 and wish to avoid clinical settings and other public spaces.

The policies we have implemented include:

- Continuation of zero member liability (copayments, coinsurance and/or deductible cost sharing) for care delivered via telehealth
- Any services that can be delivered virtually will be eligible for telehealth coverage
- All prior authorization requirements for telehealth services will be lifted for dates of service from **March 17, 2020 through October 25, 2020**
- Telehealth services may be delivered by providers with any connection technology to ensure patient access to care
- Providers who have delivered care via telehealth should reflect it on their claim form by following standard telehealth billing protocols in their state. For further billing and coding guidance for telehealth services, we recommend following what is being published by:
  - Centers for Medicare and Medicaid (CMS)
  - Department of Health and Human Services (HHS)
  - American Medical Association (AMA)

We believe that these measures will help our members maintain access to quality, affordable healthcare while maintaining the CDC's recommended distance from public spaces and groups of people. This guidance is in response to the current COVID-19 pandemic and may be retired at a future date.

Please contact Provider Services at 1-866-769-3085 with any questions.

Sincerely,

NH Healthy Families  
Ambetter from NH Healthy Families

1-866-769-3085 (NH Healthy Families)  
1-844-265-1278 (Ambetter)  
TDD/TTY: 1-855-742-0123

NHhealthyfamilies.com  
ambetter.nhhealthyfamilies.com