

Telehealth Reimbursement End Dates

Last Updated 6/16/20

Health Plans	VIRTUAL HEALTH				TELEHEALTH					Policy Reference
	Telephonic Medical	Telephonic Behavioral	E-Visit (portal)	MD:MD Consult	Payment Parity (E&M)	Prior Authorization Required	Originating Site Limitations	Distance Site Limitations	PT/OT/ST	
Aetna	See Policy	See Policy	Yes	Yes	Yes	No	No	No	see Policy	link
End Date	Medicare Advantage plan Through 9/30/20. Commercial plans through 8/04/20	Medicare Advantage plan Through 9/30/20. Commercial plans through 8/04/20	Medicare Advantage plan Through 9/30/20. Commercial plans through 8/04/20	Medicare Advantage plan Through 9/30/20. Commercial plans through 8/04/20	Medicare Advantage plan Through 9/30/20. Commercial plans through 8/04/20	N/A	N/A	N/A	N/A	
Ambetter of NC	Yes	Yes	Yes	No	Yes	No	No	No	Yes	Link
End Date	Authroization requirement needed after 7/25/20	Authroization requirement needed after 7/25/20	Authroization requirement needed after 7/25/20	N/A	Authroization requirement needed after 7/25/20	All prior authorization requirements for telehealth services will be lifted for dates of service from March 17, 2020 through July 25, 2020	N/A	N/A	Authroization requirement needed after 7/25/20	
BCBSNC	Yes	Yes	Yes	No	Yes	No	No	No	Yes	link
End Date	Extended through End of 2020	Extended through End of 2020	Extended through End of 2020	N/A	Extended through End of 2020	Extended through End of 2020	N/A	N/A	Extended through End of 2020	
BCBSNC FEP	Yes	Yes	Yes	No	Yes	No	No	No	Yes	Link
End Date										
Cigna	Yes	Yes	Yes	Yes	Yes	No	No	No	Yes for commercial	Link
End Date	Through July 31st	Through July 31st	Through July 31st	Through July 31st	Through July 31st	N/A	N/A	N/A	Through July 31st	
FirstCarolinaCare	Yes	Yes	Yes	No	Yes	No	No	No	Yes	Link
End Date	Thru NC state of Emergency	Thru NC state of Emergency	Thru NC state of Emergency	Thru NC state of Emergency	Thru NC state of Emergency	N/A	N/A	N/A	Thru NC state of Emergency	
Humana	Yes	Yes	No	No	Yes	No	No	No	No	Link
End Date	Through 2020	Through 2020	N/A	N/A	Through 2020	N/A	N/A	N/A	N/A	
Medicare	Yes	Yes	Yes	Yes	Yes	No	No	No	No	Link
End Date	Duration of the COVID-19 National Public Health Emergency	Duration of the COVID-19 National Public Health Emergency	Duration of the COVID-19 National Public Health Emergency	Duration of the COVID-19 National Public Health Emergency	Duration of the COVID-19 National Public Health Emergency	N/A	N/A	N/A	N/A	
NC Medicaid	Yes	Yes	Yes	Yes	Yes	No	No	No	Yes	Link
End Date	Thru NC state of Emergency	Thru NC state of Emergency	Thru NC state of Emergency	Thru NC state of Emergency	Thru NC state of Emergency	N/A	N/A	N/A	Thru NC state of Emergency	
NC State Health Plan	Yes	Yes	Yes	No	Yes	No	No	No	Yes	Link
End Date	July 31st	July 31st	July 31st	N/A	July 31st	N/A	N/A	N/A	July 31st	
UnitedHealthcare	Yes	Yes	Yes	Yes	Yes	No	No	No	Yes	Link
End Date	Sept 31st	Sept 31st	Sept 31st	Sept 31st	Sept 31st	N/A	N/A	N/A	Sept 31st	
WellCare	Yes	Yes	Yes	Yes	Yes	No	No	No	Yes	Link
End Date	Duration of the COVID-19 National Public Health Emergency	Duration of the COVID-19 National Public Health Emergency	Duration of the COVID-19 National Public Health Emergency	Duration of the COVID-19 National Public Health Emergency	Duration of the COVID-19 National Public Health Emergency	N/A	N/A	N/A	Duration of the COVID-19 National Public Health Emergency	

Key

NC State Emergency does not have a set End date. It will end when rescinded.	National Emergency declared by President on March 13th. Last 12 months Unless Other wise actively renewed or cancelled.
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