



COVID-19 Telehealth Alert

Important Telehealth/Telemedicine Information from the Payers

To All Physicians,

While physician offices are being overwhelmed with patient requests, the opportunity to manage non-COVID-19 patients' problems is a priority. CMS, Blue Cross Blue Shield of Florida, Cigna, United Healthcare and Aetna have all released telemedicine information so physicians can take this opportunity to manage their patients more effectively during this time.

Facetime is great for this, as well as other telecommunications vehicles. The key is a face-to-face online patient visit. Most payers have suspended copays, coinsurance, and deductibles for telehealth visits.

Attached below, please find the alerts/press releases from the major insurance companies, including applicable billing codes.

Thank you!

Sincerely,

IPN Team

Centers for Medicare and Medicaid Services

[CMS Telehealth Fact Sheet](#)

Blue Cross and Blue Shield of Florida

[Florida Blue COVID-19 Update](#)

Cigna

[CIGNA CORONAVIRUS \(COVID-19\) INTERIM BILLING GUIDANCE FOR PROVIDERS](#)

UnitedHealthcare

[UHC COVID-19 Diagnosis Coding and Reimbursement Update](#)

Aetna

[Aetna Telemedicine and Direct Patient Contact Information](#)

