

Telehealth payment policy update

Date issued: Feb 17, 2023
Effective date: Jul 1, 2023
To: All providers caring for our members
From: Stephan Katinas, Senior Vice President, Network Payment Innovation and Contract Management

We announced in a December 2022 News Alert that we would reinstate a telehealth reimbursement reduction for primary care providers and chronic condition diagnosis claims on July 1, 2023. As we continue to evaluate the effectiveness and use of telehealth, **we have decided that we will continue to pay these services at the current rates and not implement a telehealth reimbursement reduction on July 1 as we originally communicated.**

There is no change to our current telehealth reimbursement approach for mental, behavioral, and neurodevelopment disorders diagnoses (F01-F99).

Please refer to our Telehealth payment policies for telehealth reimbursement information.

Resources

- Telehealth – Medical services payment policy
- Telehealth – Mental health payment policy
- December 1 News Alert: We're postponing our recent telehealth payment policy update

Questions?

If you have any questions, please call Network Management and Credentialing Services at **1-800-316-BLUE (2583)**. As always, thank you for the care you provide to our members.