

Telehealth Reimbursed at Pre-Pandemic Rate as of March 1, 2023

Commercial products

December 30, 2022

Point32Health recognizes that telehealth is a valuable care delivery system which expands access to much-needed services for patients nationwide, and it has proven to be particularly advantageous amid the dire challenges presented by the COVID-19 pandemic.

While we support ongoing care delivered via telehealth and will continue to reimburse for these visits, effective for dates of service beginning March 1, 2023, Point32Health will resume our pre-pandemic telehealth reimbursement practices for Harvard Pilgrim Health Care and Tufts Health Plan providers, in keeping with guidance provided by the states we serve.

As a result, medical services provided via telehealth to our Commercial Massachusetts, Rhode Island, and Maine members (with the exception of behavioral health services) **will be reimbursed at 80% of the in-person rate.**

No changes will be made to the processing of telehealth services provided by behavioral health providers to all Commercial members in Massachusetts, Rhode Island, Maine, and New Hampshire; these services will continue to pay at 100% of the in-person rate.

Telehealth services provided by in-network registered dietician nutritionists and PCPs for members of our Rhode Island Commercial plans will also continue to pay at 100% of the in-person rate.

In addition, medical services provided via telehealth members of our Commercial New Hampshire and Connecticut plans will also continue to pay at 100% of the in-person rate.

The Harvard Pilgrim Health Care and Tufts Health Plan Telehealth/Telemedicine Payment Policies will be revised to reflect this updated reimbursement in advance of the March 1, 2023 effective date.

Please note that this change is not applicable for U.S. Family Health Plan members.

Editor's note, 2/24/2023: Added clarifying information about payment of telehealth services provided by in-network registered dietitians and PCPs for members of Rhode Island Commercial plans