



Stay informed about COVID-19

We appreciate all the work that you continue to do to care for your patients during the national public health emergency period. As we extend some of our temporary measures, we wanted to share these updates with you. For more COVID-19 information visit UHCprovider.com/covid19.

This is a general overview of updates that apply to our Medicare Advantage and Individual and fully insured Group Market health plans. State-specific and Medicaid rules, regulations, date limitations or exclusions may also apply, so please review our site and your state's site for the latest applicable information. If no state-specific guidance is available, UnitedHealthcare guidelines will apply.

Extending Temporary Telehealth Expansion and Reimbursement Through Sept. 30, 2020

To help you deliver care and be reimbursed for telehealth services, for certain markets and plans we're temporarily continuing to waive the Centers for Medicare & Medicaid Services (CMS) originating site requirement for members through Sept. 30, 2020.*

And, UnitedHealthcare will temporarily reimburse providers for telehealth visits at parity with the rate they would receive for an in-person visit.

Depending on whether a claim is for a Medicare Advantage, Medicaid, Individual and fully insured Group Market health plan members, those policies may require slightly different modifiers, date of service limitations or place of service indicators for a telehealth claim to be reimbursed. For more details, please visit UHCprovider.com/covid19.

Extending Telehealth Cost Share Waivers

UnitedHealthcare is also continuing its expansion of telehealth including temporarily [waiving member cost share](#) for telehealth visits for medical, outpatient behavioral, physical, occupational and speech therapy, chiropractic therapy, home health, hospice and remote patient monitoring services, with opt-in available for self-funded employers.

- For COVID-19 in- and out-of-network telehealth services, UnitedHealthcare is waiving cost share through the national public health emergency period.

- For COVID-19 in-network only telehealth services, UnitedHealthcare will extend the cost share waiver from July 25, 2020 through Sept. 30, 2020.*
- For non-COVID-19 in-network only telehealth services, UnitedHealthcare will extend the cost share waiver through Sept. 30, 2020.*

* This date is subject to change based on direction from CMS.

Updated COVID-19 Testing Guidance

We updated our [COVID-19 Testing Guidance](#) to include FDA-authorized virus detection and antibody tests. We've also updated and streamlined the testing section of our website, making it easier for you to find the information you need.

Updated Program Dates

Keep track of which temporary measures are expiring and which are being extended with our updated [Summary of COVID-19 Dates by Program](#). This handy reference guide can be shared with your office staff to help with administrative tasks.

Let Us Know How We're Doing



We want to make sure we're answering your questions and providing the resources you need. On each of our COVID-19 pages, there's a link to "Submit Feedback." We welcome and encourage your feedback about how we're supporting you during this time.

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