



Stay informed about COVID-19

UnitedHealthcare is updating a number of temporary provisions that were established as part of the COVID-19 response. Here's a high-level summary of the changes:

Updates to Telehealth Originating Site Requirements

- **Individual and fully insured Group Market health plans:** For Individual and fully insured Group Market health plans, there are changes related to COVID-19 and non-COVID-19 visits, as well as for in- and out-of-network providers. You'll also find state-specific rules, regulations and emergency periods on the [State Provision Exception page](#) at UHCprovider.com/covid19. These may vary from federal regulations. If no state-specific exceptions apply, UnitedHealthcare guidelines will apply.
 - **COVID-19 and non-COVID-19 in-network telehealth visits:** The expansion of telehealth access is extended through Dec. 31, 2020. This means health care professionals can temporarily provide telehealth services by a live interactive audio-video or audio-only communications system for members at home or another location. For more details on telehealth billing guidance and provider type eligibility, visit UHCprovider.com/covid19.
 - **COVID-19 out-of-network telehealth visits:** The expansion of telehealth access for out-of-network providers ends Oct. 22, 2020. As of Oct. 23, 2020, out-of-network telehealth services are covered according to the member's benefit plan and UnitedHealthcare's telehealth reimbursement policy.
 - **Non-COVID-19 out-of-network telehealth visits:** The expansion of telehealth access for out-of-network providers ended July 24, 2020. As of July 25, 2020, out-of-network telehealth services are covered according to the member's benefit plan and UnitedHealthcare's telehealth reimbursement policy.
- **Medicare Advantage:**
 - **COVID-19 and non-COVID-19 in-network telehealth visits:** The expansion of telehealth access is extended through Dec. 31, 2020. Any originating site requirements that apply under Original Medicare are temporarily waived, so that telehealth services provided through live interactive audio-video can be billed for members at home or another location.
 - **COVID-19 out-of-network telehealth visits:** The expansion of telehealth access is extended through the national public health emergency period, currently scheduled to end Oct. 22, 2020.
 - **Non-COVID-19 out-of-network telehealth visits:** The expansion of telehealth access is extended through the national public health emergency period, currently scheduled to end Oct. 22, 2020.
- **Medicaid:** State regulations apply. Please refer to your state-specific website.



Updates to Temporary Cost Share Waivers

All telehealth non-COVID-19 temporary cost share waivers will end on Sept. 30, 2020 for Medicare Advantage and Individual and fully insured Group Market health plans. After that date, benefits for those services will be adjudicated according to the member's benefit plan. Any payment made to care providers will be based on that benefit determination. Members will be responsible for any copay, coinsurance and deductible.

Implementation for self-funded customers may vary.

You'll find state-specific rules, regulations and emergency periods on the [State Provision Exception page](#) at UHCprovider.com/covid19. These may vary from federal regulations. If no state-specific rules are noted, UnitedHealthcare guidelines will apply.

In addition, cost share waivers for Medicare Advantage primary and specialty care office visits will end as of Sept. 30, 2020. Beginning Oct. 1, 2020, cost sharing will be adjudicated in accordance with the member's benefit plan.

Complete Details Available Online

Please review the [Summary of COVID-19 Dates by Program](#) guide carefully for complete details on originating site requirements and cost share waivers for our Medicare Advantage, Medicaid and Individual and fully insured Group Market health plans.

As we continue to move through the COVID-19 national public health emergency period, we are deeply grateful for your continued efforts toward helping to keep our members and our communities healthy.