



Patient Information for Telemedicine

Please contact Primary Care Provider (Dr/PA/NP) for any questions

CMS encourages all providers to share these new abilities to provide healthcare through telemedicine.

Three basic types of Medicare telehealth services:

- Telehealth visits – same as in-person visits, requiring real-time communication between providers and patients using both audio and video
- Virtual check-ins – brief communications between doctors and patients, such as text messaging, not requiring both audio and video capability, usually patient initiated, not reimbursable by Traditional Medicare although many MA Plans will reimburse
- E-visits – involve care delivered through a patient portal, requiring providers to have a preexisting relationship with a Medicare beneficiary; Although usually patient initiated, it is not required

Below is information from insurance sources on telemedicine payment coverage:

***Please check websites frequently, changes are very fluid right now**

- Blue Cross of Idaho
<https://providers.bcidaho.com/coronavirus-updates.page>
- Pacific Source Medicare Advantage
<https://medicare.pacificsource.com/Providers>
- United Health Care Medicare Advantage
<https://www.uhcprovider.com/>
- UMR (PMC employees)
<https://www.umar.com/tpa-ap-web/?navDeepDive=publicHomeDefaultContentMenu>
- US Department of Health and Human Services
<https://www.hhs.gov/ocr/index.html>
- OCR Regulates HITECH and HIPAA Flexibility for Telehealth
<https://www.hhs.gov/about/news/2020/03/20/ocr-issues-guidance-on-telehealth-remote-communications-following-its-notification-of-enforcement-discretion.html>
- Telemedicine Toolkit from CMS
<https://www.cms.gov/files/document/general-telemedicine-toolkit.pdf>



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- Centers for Disease Control- ICD-10-CM diagnosis coding
<https://www.cdc.gov/nchs/icd/icd10cm.html>

Effective immediately, the HHS Office for Civil Rights (OCR) will exercise enforcement discretion and waive penalties for HIPAA violations against health care providers that serve patients in good faith through everyday communications technologies, such as FaceTime or Skype, during the COVID-19 nationwide public health emergency.

For more information: <https://www.hhs.gov/hipaa/for-professionals/special-topics/emergency-preparedness/index.html>

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