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We're postponing our recent telehealth payment policy update

Date issued: Dec 1, 2022

Effective date: Jul 1, 2023

To: All providers caring for our members

From: Stephan Katinas, Senior Vice President, Network Payment Innovation and Contract Management

In a September 30, 2022 News Alert, we informed you that we would be reinstating a telehealth reimbursement reduction for primary care providers and chronic condition diagnosis claims on January 1, 2023. However, we have evaluated the current strain on hospitals and clinicians due to surging flu, RSV, and Covid treatment demands, and have decided to delay this change for **primary care and chronic condition visits until July 1, 2023**.

As a reminder, we reinstated our pre-COVID telehealth reimbursement rates for all specialists on April 1, 2022, due to the end of the public health emergency, with the exception of mental health, primary care, and chronic condition visits, as required by state law.

Please note that there is no change to our current telehealth reimbursement approach for mental, behavioral, and neurodevelopment disorders diagnoses (ICD-10-CM Codes F01-F99).

We are aware the Massachusetts Division of Insurance may also release additional guidance regarding telehealth. We will review and make necessary updates once regulations are finalized.

Please refer to the Telehealth payment policies for telehealth reimbursement information – see details below.

Resources

- [Telehealth – Medical services payment policy](#)
- [Telehealth – Mental health payment policy](#)
- [September 30 News Alert: 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.

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