

**Updated: March 18, 2020**

Medicare, Medicaid and private insurance companies are rapidly adjusting or clarifying their telehealth (sometimes referred to as telemedicine) procedures in light of COVID-19. As the Colorado Hospital Association (CHA) learns of updates related to telehealth, those updates will be posted here. If you or your organization identifies additional guidance or resources not listed here, please send suggestion to Julie Denning, CHA marketing and communications specialist, at Julie.Denning@cha.com.

### **Medicare**

- [Medicare Telehealth Frequently Asked Questions](#) – Published March 17, 2020
- [Medicare Telemedicine Health Care Provider Fact Sheet](#) – Published March 17, 2020

### **Medicaid**

- [COVID-19 Information for Health First Colorado and CHP+ Providers and Case Managers Website](#)
- [COVID-19 and Telemedicine](#) – Published March 15, 2020
- CHA anticipates additional guidance from HCPF regarding telehealth policies under managed care entities, including Regional Accountable Entities, by March 19, 2020
- [HCPF COVID-19 Telehealth Policies](#) - Published March 18, 2020

### **Private Insurance Plans regulated by the Division of Insurance**

- [Division of Insurance Directs Insurers on COVID-19 Coverage](#) – Published March 9, 2020
- [Policy Directives for Commercial Insurance Market Coverage of COVID-19 Claims](#) – See Additional Resources for telehealth services by carrier – Issued March 9, 2020

### **Office of Behavioral Health (OBH) Guidance for Behavioral Health Facilities**

OBH issued the following guidance on March 12, 2020:

- **Explore telehealth and telemedicine options:** For most services OBH rule does not limit the use of telemedicine and telehealth options at licensed and designated facilities. Telemedicine and telehealth should be used with clients when appropriate. For best practices in telehealth and telemedicine, please see this [HealthIT.gov guide](#).
  - **Billing:** During this period, our providers may document these encounters and submit for billing to OBH contracts as they would otherwise for an in-office, in-person service. Even though the Uniform Service Coding Manual may not otherwise allow for telehealth, OBH will not enforce that criteria, starting now through the end of March, at which time we will reassess. If providers have issues with submitting data to OBH, which is used for billing support, please have them contact [OBH Senior Data Compliance Manager Sharon Pawlak](#).

### **Office of Civil Rights**

- [OCR Announces Notification of Enforcement Discretion for Telehealth Remote Communications During the COVID-19 Nationwide Public Health Emergency](#) – Published March 17, 2020

### **Other Resources**

- [Center for Connected Health Policy – Telehealth Coverage Policies in the Time of COVID-19](#) – Published March 16, 2020
- American Hospital Association – [CMS Broadens Access to Telehealth during COVID-19 Public Health Emergency](#) – Published March 17, 2020