

Topics covered:

[COVID-19 Telehealth Policy/Guidelines](#) | [COVID-19 Telehealth Payment, Coverage, Reimbursement and Coding](#) | [COVID-19 Testing and Diagnosis](#)

COVID-19 Telehealth Policy/Guidelines

Q1. What are the guidelines/criteria for Telehealth Services?

For full details, please see our [Telehealth Services payment policy](#).

Telehealth services are covered (subject to Limitations and Administrative Guidelines) when all criteria are met as stated in our policy. The policy will cover criteria such as, but not limited to:

- Methods of how the service is delivered (video/audio, platform, etc.)
- Geographic restrictions on a patient's or health care provider's location

For assistance with questions regarding our Telehealth Services policy, please email or call Customer Services at:

Customer Services

Phone: 808-532-4000 ext. 302

Toll free: 800-458-4600

Email: [Customer Services Contact Form](#)

Q2. What are the guidelines/criteria for Telehealth Services for behavioral health?

The services we cover for behavioral health are listed in our [Telehealth Services policy](#). As long as the criteria/guidelines for telehealth services are met, we will cover those specific behavioral health services.

Q3. Are we allowed to use mobile apps such as FaceTime, Skype, or Zoom for telehealth?

Yes, as long as all [telehealth criteria](#) are met.

The Health and Human Services Office for Civil Rights (OCR) will exercise its enforcement discretion and will not pursue otherwise applicable penalties for breaches (e.g., privacy, etc.) that result from the good faith provision of telehealth services during the federal COVID-19 state of emergency, which is scheduled to end on May 11, 2023. Visit the [telehealth criteria](#) for more information.

COVID-19 Telehealth Payment, Coverage, Reimbursement and Coding

Q1. What code(s) is UHA using for a specific service?

A detailed list of accepted codes and the description of services for each are available in our [Telehealth Services](#) policy. If you do not see a service or code listed in our policy, please contact Customer Services to verify if coverage is available.

Customer Services

Phone: 808-532-4000 ext. 302

Toll free: 800-458-4600

Email: [Customer Services Contact Form](#)

Q2. Is reimbursement the same for Telehealth Services as it is for in-office services?

Reimbursement is defined in your provider contract. If you have any questions regarding reimbursement, please [email Contracting Services](#).

Q3. How do we bill for Telehealth Services?

Please continue to submit your claims to UHA. We would prefer electronic billing. If you wish to sign up to submit your claims electronically please visit our page on [Provider Claims Submission](#). If you are interested in receiving payments from UHA electronically, please sign up for EFT payments by following these instructions: logging into your [Online Provider Services](#) account, navigating to the "Forms" tab, and completing the [Authorization for EFT Request Form](#) and sending it to our Contracting Services department.

(Provider COVID-19 FAQs continued on next page)

COVID-19 Testing and Diagnosis

Q1. What codes are being used by UHA for COVID-19 diagnosis or treatment?

Claims submitted with the following ICD-10 diagnosis codes defined by the Center for Disease Control (CDC) will be identified as the diagnosis or treatment of COVID-19.

Claims without the CDC identified COVID-19 related diagnosis codes will be processed to include co-pays, coinsurance, deductibles and exclusions defined in the member's plan medical benefits guide. We appreciate you working with us to ensure those individuals and families affected by COVID-19 are not negatively financially impacted.

- **U07.1:** Confirmed diagnosis (see [CDC Coding Guidelines](#) for all scenarios)
- **Z03.818:** Encounter for observation for suspected exposure to other biological agents ruled out.
- **Z20.828:** Contact with and (suspected) exposure to other viral communicable diseases.
- **Z11.59:** Encounter for screening for other viral diseases

Reference: [CDC Coding Guidelines](#)