

April 3, 2020

Dear trusted partner,

We appreciate your tireless efforts to fight the spread of COVID-19 and we are committed to supporting our Care Partners during this difficult time. Although things are rapidly changing, we want to clarify recent changes to Bright Health's telehealth coverage (below and attached). We are also pleased to announce a partnership between Bright Health and Doctor on Demand to offer our members additional access to virtual care, especially in times where members may be unable to access telehealth directly through their provider. Details of this partnership are attached.

Updated Telehealth Coverage

We know our providers and Care Partners are facing unprecedented challenges right now, and that our members still have all the chronic conditions you were managing before COVID-19. For these reasons, Bright Health has recently expanded all telehealth coverage – not just coverage for COVID-19 screening. We are supporting and encouraging telehealth visits for all medical concerns, whenever possible.

Please use the guidelines below when billing for telehealth services.

Coding procedures and billing rates

All telehealth services rendered by physicians and non-physician providers should be billed with the appropriate E&M/CPT code and a Place of Service (POS) code of **02**.

For CPT codes usually used for office visits, providers can bill at their regular rates. Bright Health will pay for telehealth services at the same rate for in-person office visits and patients will be subject to the usual charges.

Requirements

We do NOT currently require the following for telehealth claims:

- Use of particular telecommunication technology
- Particular sites of service
- Use of video

We DO require the usual documentation for the coding submitted in a claim.

	CPT codes
Virtual check-in	G2012 - BRIEF CHECK-IN
Remote evaluation	G2010 - REMOTE EVAL
Online Assessment	G2061 - ONLINE ASSMNT 5-10 MIN. G2062 - ONLINE ASSMNT 11-20 MIN. G2063 - ONLINE ASSMNT 21+ MIN.
Evaluation and management	99201 - E&M NEW PT. 10 MIN. 99202 - E&M NEW PT. 20 MIN. 99203 - E&M NEW PT. 30 MIN. 99204 - E&M NEW PT. 45 MIN. 99205 - E&M NEW PT. 60 MIN. 99211 - E&M EST PT. 5 MIN. 99212 - E&M EST PT. 10 MIN. 99213 - E&M EST PT. 15 MIN. 99214 - E&M EST PT. 25 MIN. 99215 - E&M EST PT. 40 MIN.

These coding policies are also available from our provider portal at [Availity.com](https://www.availity.com), under the **Payer Spaces** tab.

Note: Normal member benefits and cost sharing apply to services unrelated to COVID-19 and to treatments that follow a COVID-19 screening and diagnosis.

We continue to follow state and federal regulations and will update you as those regulations evolve.



Visit BrightHealthPlan.com/provider for more information.
Select your network to find the Provider Service phone number for your area.

Thank you for your partnership during this time.

Sincerely,
 Your Bright Health Team