

April 3, 2020

Dear trusted partner,

As COVID-19 increasingly strains the country, we at Bright Health are committed to supporting our members and Care Partners during this unprecedented time. As part of this support, we are pleased to announce a partnership between Bright Health and Doctor on Demand to offer our members additional access to virtual care.

**Doctor on Demand** is a leading national virtual care provider that connects patients 24/7 to board-certified physicians, psychiatrists, and licensed psychologists.

We continue to believe that the relationship between a doctor and their patient is paramount. As always, we are directing our members to:

- First call their Primary Care Provider (PCP) with questions or if they experience symptoms
- See if their PCP or hospital offers virtual visits

### Doctor on Demand partnership details

We will promote Doctor on Demand as a method for quick screening when a member:

- Does not have a PCP
- Cannot reach their PCP's office

Doctor on Demand will be available to all members for:

- COVID-19 screening
- Primary and behavioral health services

### Keeping providers in the loop

A member will receive a summary after each telehealth visit, so they can easily share details with their PCP.

Summaries will be available from their Doctor on Demand account for download or print. At this time, members do not have the option to email a summary to their PCP.

### Ongoing coverage

We will continue to:

- Cover COVID-19 diagnostic testing and all telehealth services related to COVID-19 at no cost to members; for non-COVID telehealth visits, usual member responsibility applies
- Waive the video requirements for telehealth claims submitted by your doctors, and reimburse at office visit rate
- Require the usual documentation for the coding submitted in a claim

**Note:** Bright Health will not reimburse mail-order and over-the-counter COVID-19 diagnostic tests.

Visit our provider portal on [Availity.com](https://www.availity.com) for access to our *COVID-19 Claim Submission Quick Reference Guide* with our covered codes. [Availity.com > Bright Health > Payer Spaces tab > News and Announcements](#)

We are thankful for your partnership and we are dedicated to working closely with you to reduce the spread of COVID-19.

Sincerely,  
Your Bright Health Team