

Update on TennCare MCO Telehealth Coverage Policies June 4, 2020

TennCare and our Managed Care Organizations (MCOs) have worked together to extend coverage of telehealth services during the COVID-19 Pandemic in an effort to assure members are able to continue receiving needed health care services safely during this time. Each of our MCOs has provided general guidance on telemedicine services. TennCare and its MCOs have also outlined specific guidance for behavioral health telehealth services, telehealth for EPSDT and well-child services in the pediatric population, and telehealth for skilled therapy services including physical therapy (PT), occupational therapy (OT), and speech therapy (ST). A link to these specific policies are provided at the end of this memo.

At this time, Amerigroup, BlueCare Tennessee, and United HealthCare Community Plan are **extending all current telehealth coverage policies through July 24, 2020 with the exception of telehealth coverage for skilled therapies. Telehealth coverage for PT/ST/OT will be extended until June 30, 2020** (see next section for more information on skilled therapies). We recognize that these temporary telehealth policy changes need to be continued for a longer period and hope that the continued coverage of telehealth will allow you to provide safe and effective care to our members. Each MCO will continue to evaluate its telehealth policies through July 24th and provide further guidance at that time regarding any further new changes in telehealth coverage policy.

Telehealth coverage of PT/ST/OT skilled therapies is currently authorized through June 30, 2020. Governor Lee's Executive Order No. 36 currently allows providers that would not ordinarily be allowed to practice via telemedicine under state law the ability to do so temporarily which includes physical, speech, and occupational therapists. This executive order expires on June 30, 2020. TennCare and the MCOs will evaluate its telehealth policy on skilled therapies through June 30th and provide guidance at that time if any further changes are made regarding the executive order.

As a reminder, the most updated telehealth coverage policies can be found at each TennCare MCO's website under each MCO's COVID-19 Provider information section (links provided below). Each MCO will also provide notification to their contracted providers of the updated policies. We are grateful for your continued care of our TennCare members during these unprecedented times. Thanks for all you do.

Important TennCare/MCO Telehealth Links:

[TennCare COVID-19 Information Page](#)

[TennCare & MCO General Telehealth Guidance – March 17th, 2020](#)

[TennCare Behavioral Health Telehealth Guidance – March 25th, 2020](#)

[TennCare & MCO Skilled Therapy \(PT/OT/ST\) Telehealth Guidance – March 27th, 2020](#)

[TennCare & MCO EPSDT Telehealth Guidance – April 7th, 2020](#)

[Amerigroup Tennessee Provider COVID-19 Information Website](#)

[BlueCare Tennessee Provider COVID-19 Information Website](#)

[UnitedHealthCare Community Plan Provider COVID-19 Information Website](#)