

As with any public health issue, UnitedHealthcare will work with and follow all guidance and protocols issued by the CDC, state and local public health departments regarding COVID-19. The health of our members and the safety of those who deliver care are our top priorities. We're taking action and providing resources to support our members and providers during this challenging time.

There have been many questions regarding COVID-19 and appropriate billing of Telemedicine services. Regarding the billing for codes 99441-99443 - it would appear that the codes 99441-99443 are **not covered** and are considered part of the normal E/M services that a physician may render. **Online Digital E/M are available to be billed (99421-99423 and G2061-G2063)**. These **MUST BE** audio and Video and are not billable by the minute.

Telehealth services are live, interactive audio and visual transmissions of a physician-patient encounter from one site to another using telecommunications technology. They may include transmissions of real-time telecommunications or those transmitted by store-and-forward technology. Telephone calls, which are considered audio transmissions, per the CPT definition, are non-face-to-face evaluation and management (E/M) services provided to a patient using the telephone by a Physician or Other Qualified Health Care Professional, who may report evaluation and management services. Please pass the message along to your Clinic Managers, Physicians, and Director of Coding.

United Healthcare is expanding our policies around telehealth services for our Medicare Advantage, Medicaid and commercial members, making it even easier for patients to connect with their health care provider Today (3/16) we were able to update [UHCprovider.com](https://www.uhcprovider.com) regarding our **telehealth policy as it relates to COVID 19 and it is now live**. www.uhcprovider.com

Update to the Policy for all LOBs

<https://www.uhcprovider.com/en/resource-library/news/provider-telehealth-policies.html>

Care providers can connect to the latest Centers for Disease Control and Prevention (CDC), guidance for health professionals, as well as travel advisories from the U.S. State Department.

We will continue to add more resources when available.