

CORAVISON Telehealth Payers

Revised 3/24/2020 @ Evening update

CHECK SPECIAL INSTRUCTIONS

| Health Plan | Allows TeleRehab | States included | Special Instructions | Web Links for updates |
|---------------------|------------------|-----------------|---|---|
| Aetna | Yes* | All States | Self-Insured can opt out so verify benefits Please use BlueJay | |
| Aetna Better Health | Yes | KY | Must document in chart telehealth visit | |
| AIG (WC) | YES | All States | | AIG (WC) |
| Anthem Blues Plans | YES | GA, VA, KY, MO | Copays waived for next 90 days FEP Plan is excluded from this and cannot use telehealth for our services. | https://ir.antheminc.com/news-releases/news-release-details/anthem-issues-updates-regarding-covid-19-testing-and-care?field_nir_news_date_value[mn]= |
| BayCare Health Plan | No | FL | Must go through BaycareAnywhere Telehealth | |
| BCBSNC | Yes | NC | Treat new evals and continuity of care. Claims can be submitted after 3/21 FEP Plan is excluded from this and cannot use telehealth for our services. | https://bcbstupdates.com/bluecross-expanding-telehealth-access-within-network-providers/ |
| BCBSTN | YES | TN | FEP Plan and Blue Care are excluded from this and cannot use telehealth for our services. | https://bcbstupdates.com/bluecross-expanding-telehealth-access-within-network-providers/ |
| BCBSFL Florida Blue | No | FL | ALL Plans FEP Plan is excluded from this and cannot use telehealth for our services. | https://www.floridablue.com/sites/floridablue.com/files/docs/COVID-19_Update%20as%20of%20March%202020_100562%200220_03.17.20_v10_APPROVED.pdf |
| BCBSIL | Yes | IL | Per Governors Executive Order | |

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| | | | FEP Plan is excluded from this and cannot use telehealth for our services. | |
| Cigna | YES | All States, those paying through RPN – good to go. Waiting on ASH. | Limited to those with immunosuppression issues, chronic conditions or transportation issues. | https://www.cigna.com/individuals-families/health-wellness/topic-disaster-resource-center/coronavirus-public-resources |
| CareIQ | YES | All states except IL | All current patients who are cx/ns can transition to bluejay. Incoming referrals will be case by case and vetted by CareIQ. | |
| Direct Pay Provider Network (WC) | YES | All States | | |
| DMAS | Yes | VA | Use POS 02 and Modifier GT | |
| Gallagher Bassett (WC) | Yes* | FL | Same Rate Schedule; MDCPS ONLY | |
| Homelink (WC) | Yes | All States | Same rate schedule Prior authorization from the payer must be obtained by HTN prior to initiating these services for HTN referred patients. | |
| Humana FL | No | | Humana is following CMS guidelines unless State Guidelines override for Non-Medicare lines of business | |
| Humana GA | No | | Humana is following CMS guidelines unless State Guidelines override for Non-Medicare lines of business | |
| Humana SC | No | | Humana is following CMS guidelines unless State Guidelines override for Non- | |

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| | | | Medicare lines of business | |
| Humana NC | No | | Humana is following CMS guidelines unless State Guidelines override for Non-Medicare lines of business | |
| Humana VA | No | | Humana is following CMS guidelines unless State Guidelines override for Non-Medicare lines of business | |
| Humana TN | No | | Humana is following CMS guidelines unless State Guidelines override for Non-Medicare lines of business | |
| Humana KY | Yes | Medicaid Only | Humana is following CMS guidelines unless State Guidelines override for Non-Medicare lines of business | |
| Humana MO | Yes | Medicaid Only | Humana is following CMS guidelines unless State Guidelines override for Non-Medicare lines of business | |
| Humana Ill | No | | Humana is following CMS guidelines unless State Guidelines override for Non-Medicare lines of business | |
| Injury Finance | YES | GA,KY,TN,NC, SC | Bill with POS 02 and appropriate modifier | Injury Finance |
| KeyScripts (WC) | YES | All States | | |
| Magellan Virginia | Yes | VA | | |
| Marrick | Yes | GA, SC, NC, VA | | |
| Medica/PCP | No | FL | Following CMS Guidelines | |
| Omni | YES | SC | Bill with POS 02 and appropriate modifier | |

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| One Call (WC) | Yes | All States | Same rate schedule | |
| Onsite Physio (WC) | YES * | All States | Same Rate Schedule; Notify Onsite when patient is scheduled | |
| Optima Health | Yes* | VA | Includes Commercial Products All Medicaid to include EI. Copays waived. | |
| Orchid Medical (WC) | Yes | All States | Same rate schedule | |
| Palmetto State Medical | YES | SC | No pre-auth or member responsible. Telehealth covered under these guidelines until 6/30/2020 | |
| Passport KY | Yes | KY | Auth requirements remain the same as if in office. Document telemedicine visit in charts | |
| Piedmont Community Health | Yes | VA | | |
| Personal Injury/Attorneys | Yes | All States | Before seeing member using telemedicine, have the attorney's office agree via email to the following: "I agree to reimburse CORA for telehealth visits for our clients for the duration of the Covid-19 crisis at rates paid for in office visits." The field could cut and paste this and have the attorney's email back that they agree to these telehealth reimbursements. | |

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| Prestige Health Plan | Yes | FL | Therapy authorizations still apply | |
| Self-Pay** | YES | All States | Same Rates – Collect payment as usual through the scheduler via cc over the phone Admission must be changed to Self Pay admission. | |
| Therapy Direct (WC) | YES* | All States | Must identify patient and then send patient SYS to Rapid Referral for auth to transition. They have to check with Therapy Direct on a case by case basis for approval AND must use BLUE JAY PLATFORM | |
| Total Network Resources (WC) | Yes | All States | Same rate schedule. Needs Prior auth to transition. Case by case basis. | |
| Travelers (WC) | YES | All States | request for auth must be sent via fax with the evaluation and existing auth with recommended plan of care. The request should be sent to the case manager and must state for “ Tele-Rehab ” | |
| Tricare | YES* | All States | For ST and continuity of care for PT/OT MUST USE BLUEJAY PLATFORM | https://www.humanamilitary.com/provider/education-and-resources/quick-access/policy-updates-and-alerts/covid-19-telemedicine-031320 |
| Triflex (WC) | Yes | All States | Same rate schedule | |
| Underwriters Safety and Claims | Yes | All States | Same rates Needs prior auth to transition to telerehab- email | <u>Email confirmation</u> |

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| | | | referrals@unifyhs.com m Notes must include performed via telehealth | |
| United Health Care ALL PLANS | NO | All States | Following CMS guidelines for approved provider types which DOES NOT include PT/OT/ST | https://www.uhc.com/health-and-wellness/health-topics/covid-19/telehealth |
| Unify (WC) | Yes* | All States | Telehealth visit must be documented in the chart. Same rates Needs prior auth to transition to telerehab- email referrals@unifyhs.com m | |
| Virginia Premier | YES | VA, TN | Copays Waived until May 31 Includes Medicaid | https://www.virginiapremier.com/information-for-healthcare-professionals-coronavirus/ |
| WellCare | Yes* | FL, KY | Use Place of Service 02 and modifier. Authorizations and referrals are still required but no need to get new one for telehealth. | |

**We can offer a patient to self-pay if their insurance does not cover telehealth!!! Please refer to your state's self-pay rates. If they are a current patient we just charge them for continuing care and by the unit. This includes Medicare!!!