

Update on TennCare MCO Telehealth Coverage Policies July 1, 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 is 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 August 29, 2020, as supported by Governor Lee's Executive Order No. 50**. This telehealth extension includes extending coverage of telehealth for skilled therapies (physical therapy, speech therapy, and occupational therapy) as well. We hope the telehealth coverage extension will allow you to provide safe and effective care to our members during the continued state of emergency. TennCare and our MCOs recognize that these temporary telehealth policy changes may need to be continued for a longer period. Each MCO will continue to evaluate its telehealth policies through August 29th and provide further guidance at that time regarding any future changes in each MCO's telehealth coverage policies.

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](#)