



DeanHealthPlan

A member of SSM Health

March 18, 2020

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deancare.com

Dear Dean Health Plan Provider:

Thank you for continuing to provide high-quality services to our members during the rapidly-evolving novel coronavirus (COVID-19) public health emergency. We are continuing to develop COVID-19-specific policies to support our members and you during this time.

On March 17, 2020, CMS announced its broadening of covered Medicare telemedicine services due to the COVID-19 outbreak. In alignment with CMS, we are expanding telemedicine services coverage for in-network providers while we are in a state of public health emergency. This will allow additional methods of health care access for members while limiting the potential risk of exposure to COVID-19 among patients and medical staff.

Dean Health Plan is using this [CMS Medicare Telemedicine Health Care Provider Fact Sheet](#) for our expanded telemedicine coverage guidance. Please also refer to our COVID-19 provider web page, linked at the top of all web pages at [deancare.com](#), for additional health plan information and previous provider communications.

Products Covered

The interim telemedicine expansion applies to the following Dean Health Plan products: Commercial (fully-insured, including ACA), Medicare, and Medicaid. Expanded telemedicine services for the Dean Administrative Services Only (ASO) product will be available to employer groups at their discretion.

Member Cost Share

As a reminder, Dean Health Plan is waiving cost share related to COVID-19 diagnostic screenings and associated Evaluation and Management (E&M) services. For services not directly related to COVID -19, applicable member cost share amounts will apply. Full details can be found on our COVID-19 provider web page linked at the top of all web pages at [deancare.com](#).

Coverage Dates and Claim Submission

Expanded coverage for COVID-19 telemedicine services is effective for dates of service beginning March 6, 2020. Our expanded coverage will remain in effect until further notice. We request that providers not submit telemedicine claims until April 1, 2020, to allow us time to update our administrative systems.

Additional Information for Providers

We expect that providers have access to audio and video technology to offer telehealth services. This includes technologies such as Zoom, Skype, or FaceTime. If one of our members is unable to accommodate telehealth technology, providers should work with their administration and/or IT department to determine the most appropriate method to render services.

Place of Service code 02 (Telehealth) is allowable on telehealth claims.

Please refer to this linked [CMS MLN “Telehealth Services”](#) document for acceptable telehealth CPT codes.

Virtual check-in visits will also be covered during the COVID-19 state of public health emergency. Acceptable codes include G2010 and G2012 for brief telephone check-ins for established patients.

If you have any questions regarding Dean Health Plan’s expanded coverage for telemedicine services related to COVID-19, please reach out to your assigned Provider Network Consultant.

Thank you again for your continued care of our members.

Sincerely,

A handwritten signature in black ink, appearing to read "L. Lorenzen", written in a cursive style.

Loretta A. Lorenzen
Vice President- Network Management & Contracting