

## CA Department of Managed Health Care Publishes Guidance on Telemedicine Rates

Commercial payors in California are now required to provide reimbursement for telehealth services on the same basis as services provided in-person if the service is the same regardless of the modality of delivery. Further, commercial payors may not subject a covered member to greater cost-sharing for services provided via telehealth than the same services rendered in-person.

In response to the COVID-19 Pandemic, on March 18, 2020 the California Department of Managed Health Care issued All Plan Letter 20-009 regarding reimbursement for telehealth services. Pursuant to the authority granted in the California Emergency Services Act, all health plans are immediately required to comply with the following: (i) Reimburse providers at the same rate, whether a service is provided in-person or via telehealth, if the service is the same regardless of the modality of delivery; (ii) Enrollees may not be subject to greater cost-sharing for services provided via telehealth than the same cost-sharing if the service were provided in-person; and (iii) Provide

the same amount of reimbursement for a service rendered via telephone as they would if the service is rendered via video, provided the modality used to facilitate the service is medically appropriate for the enrollee. Click [here](#) to see full text of All Plan Letter 20-009.

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### We are available to assist

Please do not hesitate to reach out to us for assistance in dealing with the effects of the COVID-19 pandemic on your company.

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