



## Health Partners Plans

March 16, 2020

**RE: COVID-19 – Telehealth Services**

Dear Provider,

As the response to COVID-19 continues to evolve, Health Partners Plans (HPP) wants to assure our members continue to have access to the care they need. We understand the direction from state and federal agencies continues to change and we want and need to be sensitive to that.

The expanded use of telehealth services and the need to enhance our focus on the use of that approach to a medical visit has been a consistent area of conversation. It is a much safer and more appropriate environment for members to access care for a variety of conditions. In order to make needed medical care accessible to our members, we are encouraging providers to make it more widely available; additionally, we will be encouraging members to request telehealth services, when appropriate and when ambulatory care is needed.

To support that effort, HPP is lifting some of the requirements of our telehealth policy; all other criteria of the policy are in-force at this time. The full policy can be found on our website, [hpplans.com](http://hpplans.com). The below criteria will be tentatively removed from our policy until further notice:

- Telehealth services, when appropriate, do not have to be completed via a video connection
- Monthly reporting is not required, as long as the provider is submitting a valid claim, with appropriate and valid coding, to HPP
- A member's consent for telehealth services prior to the service being rendered is not required

If you are unable to assist members via telehealth services, we encourage you to recommend members contact Teladoc, our telehealth vendor, by calling 1-800-835-2362 (TTY 1-800-877-8973). They are staffed 24/7 to assist our members.

Thank you for your understanding and cooperation. As always, we appreciate our partnership with you to continually improve the health outcomes of our members.

Sincerely,

*Michael K. Krusen*

Michael K. Krusen  
Regional Vice President, Provider Network Operations