

FOR YOUR INFORMATION



FEDERAL EMPLOYEE PROGRAM

Document: **20-053 FYI**

Subject: **FEP CORONAVIRUS: TELEHEALTH**

Date: March 18, 2020

To: Person(s) with Primary Responsibility for FEP
All FEP Employees

From: William A. Breskin
Senior Vice President, Government Programs

TELEHEALTH BENEFITS

The FEP Director's Office has received a number of Plan inquiries related to benefits for telehealth services provided during the Coronavirus pandemic.

For all services provided by FEP's national provider, Teladoc, all copays are waived at this time. This is true regardless of diagnosis.

For some members it may be in their best interests to seek virtual care from their local provider, even though that provider is not part of the Teladoc system. We have consolidated the related inquiries and comments from Plans and addressed them in a Telehealth section within the attached Plan Q&A document. Specific guidance for benefits application and coding are included.

Plans are asked to communicate with providers to ensure proper coding is used when submitting claims for telehealth services or when members inquire about coverage.

As the situation surrounding COVID-19 evolves, we will keep you up to date on any information related to FEP. As always, the health of our members is our top priority.

DISTRIBUTION:

Person(s) with Primary Responsibility for FEDVIP
Person(s) with Primary Responsibility for FEP Accreditation Town Hall Call Members
Person(s) with Primary Responsibility for FEP Audit
Person(s) with Primary Responsibility for FEP Case Management
Person(s) with Primary Responsibility for FEP Case Management and Disease Management
Person(s) with Primary Responsibility for FEP Claims
Person(s) with Primary Responsibility for FEP Communications and Media Relations
Person(s) with Primary Responsibility for FEP Compliance and Ethics
Person(s) with Primary Responsibility for FEP Customer Service
Person(s) with Primary Responsibility for FEP Disease Management
Person(s) with Primary Responsibility for FEP Disease Management Enrollment File for CCP
Person(s) with Primary Responsibility for FEP Field Marketing and Communications
Person(s) with Primary Responsibility for FEP Field Service
Person(s) with Primary Responsibility for FEP Finance
Person(s) with Primary Responsibility for FEP Information Systems Management
Person(s) with Primary Responsibility for FEP Medical Policy
Person(s) with Primary Responsibility for FEP Operations Center Senior Leadership
Person(s) with Primary Responsibility for FEP Privacy & Security
Person(s) with Primary Responsibility for FEP Procurement
Person(s) with Primary Responsibility for FEP Small Business Program
Person(s) with Primary Responsibility for FEP Special Investigation
Person(s) with Primary Responsibility for FEP Systems Advisory Group (SAG) Operations
Person(s) with Primary Responsibility for FEP Utilization Management
Person(s) with Primary Responsibility for FEP Utilization Management and Case Management
Person(s) with Primary Responsibility for FEP Utilization Management and Disease Management
Person(s) with Primary Responsibility for FEP Utilization Management, Case Management, and Disease Management
Person(s) with Primary Responsibility for FEP Value Based Reimbursement
Person(s) with Primary Responsibility for HEDIS, CAHPS, and Quality Improvement

If you have any questions or need assistance, please contact William Breskin by email william.breskin@bcbsa.com or at 202-942-1093.