FEDERAL EMPLOYEE PROGRAM

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Subject: FEP CORONAVIRUS: TELEHEALTH
Date: March 18, 2020
To: Person(s) with Primary Responsibility for FEP
All FEP Employees
From: William A. Breskin
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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.
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If you have any questions or need assistance, please contact William Breskin by email william.breskin@bcbsa.com or at 202-942-1093.

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