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# INFORMATION ALERT

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March 19, 2020

## Latest Updates on Telehealth and Billing During COVID-19 Crisis

Hello CPA Members:

Here are some of the latest updates. We know you are receiving a lot of information right now, so we are trying to organize it for you for ease of use.

### [Temporary changes to Medicare Telehealth Policies \(full article\)](#)

- Medicare patients can receive services in their home
- Services can be delivered using telephone or computer tools like FaceTime or Skype
- HIPAA restrictions are relaxed during this temporary period
- There must be an audio and a video component to the communication. Medicare does not reimburse for phone only, but APA is continuing to advocate for this change.

### [Use of Billing Codes for Telehealth Medicare Services \(click for details in second part of article\)](#)

- Psychologists should bill Medicare for telehealth services the same way they bill for an office visit by using the appropriate CPT<sup>®</sup> code for the service provided.

### **Private Insurers in California**

- CPA joined with other mental health provider associations and pressured the Governor, the Department of Managed Healthcare, the California Insurance Commissioner, and the California Association of Health Plans to temporarily relax telehealth policies in private and public plans in order to ensure access to services. So far we know that Kaiser, Magellan, Beacon, Optum and Cigna have made these changes to their policies.
- Effective yesterday, all plans are mandated to reimburse telehealth services at the same level as in-person visits.

CPA will continue to monitor this and collect information on actions being taken by the insurance plans. We will update you as we get more information. Please let us know if

insurance plans. We will update you as we get more information. Please let us know if you hear of other changes as you might get messages directly!

Here is our [Advocacy Update](#) sent yesterday with more details of our advocacy on this issue.

We are working constantly to advocate for you and to gather information to help you during this difficult time. As always, if you have any specific questions related to your practice and are a CPA member, you can contact our Director of Professional Affairs for a consultation. Contact Elizabeth Winkelman at [ewinkelman@cpapsych.org](mailto:ewinkelman@cpapsych.org).

Stay safe and healthy,

Jo

**Jo Linder-Crow, PhD**  
CEO

### **CPA - The Voice of Psychology in California**

Note: CPA does not and cannot provide legal advice to our membership. Those seeking legal advice are advised to consult a private attorney.



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