



March 23, 2020

Dear Valued Provider:

Thank you for your continued partnership with Home State Health, *Ambetter from Home State Health* and *Allwell from Home State Health*. In order to ensure that all Home State, Ambetter and Allwell members have needed access to care, we are increasing the scope and scale of our use of telehealth services for all products for the duration of the COVID-19 emergency. These coverage expansions will benefit not only members who have contracted or been exposed to the novel coronavirus, but also those members who need to seek care unrelated to COVID-19 and wish to avoid clinical settings and other public spaces.

Effective immediately, the policies we are implementing include:

- Continuation of zero member liability (copays, cost sharing, etc.) for care delivered via telehealth\*
- Any services that can be delivered virtually will be eligible for telehealth coverage
- All prior authorization requirements for telehealth services will be lifted for dates of service from March 17, 2020 through June 30, 2020
- Telehealth services may be delivered by providers with any connection technology to ensure patient access to care\*\*

*\*Please note: For Health Savings Account (HSA)-Qualified plans, IRS guidance is pending as to deductible application requirements for telehealth/telemedicine related services.*

*\*\*Providers should follow state and federal guidelines regarding performance of telehealth services including permitted modalities.*

Providers who have delivered care via telehealth should reflect it on their claim form by following standard telehealth billing protocols in their state.

**Contact Provider Partnership:** .....

**HomeStateHealth.com**

**Allwell.HomeStateHealth.com**

**Ambetter.HomeStateHealth.com**

**Home State: 1-855-694-4663**

**MAPD: 1-855-766-1452 / D-SNP: 1-833-298-3361 / TTY:711**

**Ambetter: 1-855-650-3789 TTY/TDD: 1-877-250-6113**

An important  
message from  
**Provider Relations**



We believe that these measures will help our members maintain access to quality, affordable healthcare while maintaining the CDC's recommended distance from public spaces and groups of people.

Again, we thank you for your commitment to the care and wellbeing of our members, as well as to the communities we share. Please do not hesitate to reach out to Provider Services team with any questions you may have.

Home State Health 855-694-4663

Ambetter from Home State Health 855-650-3789

Allwell from Home State Health MAPD 855-766-1452, D-SNP 833-298-3361

Sincerely,  
Home State Health

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