



November 1, 2023

Telehealth Fee Schedule Change

Dear Providers,

Kaiser Permanente is committed to Colorado and to providing excellent health care for all our members. With the end of the Public Health Emergency regarding COVID-19, we would like to inform you of a change to the Telehealth, POS (Place of Service) 02 and 10 Medicare Physician Fee schedule reimbursement.

Changes to the Telehealth Fee Schedule

During the COVID-19 pandemic there was an expansion of Telehealth and Virtual Care. Kaiser Permanente Colorado made a business decision to change the Medicare Physician Fee schedule for POS 02 and 10 to process and pay as non-facility so the reimbursement would be higher. Now that the Public Health Emergency has ended, Kaiser Permanente Colorado will be moving the Medicare Physician Fee schedule for Telehealth POS 02 and 10 back to the back to the facility-based reimbursement effective 2/1/2024.

If you have any questions regarding this change, please contact your Provider Experience Consultant at 866-866-3951, Monday – Friday, 8 a.m. – 5 p.m.

Thank you,

John Heintz
Vice President, Market Strategy and Network Development