

Telehealth Talking Points

COVID-19 and Network Providers

1. What is considered a telehealth visit by Kaiser Permanente?

Kaiser Permanente provides a wide range of nationwide telehealth services to improve management of both urgent and chronic health conditions and ensure people in critical care and emergency situations have timely access to high quality care. This includes phone, secure email, video visits, online physical therapy, eVisits and remote home monitoring for diabetes and hypertension which are offered across primary care, specialty care, and behavioral/mental health services. Telehealth services may vary based on provider.

2. Can members see non-KP providers via telehealth visits?

Yes, members with Point-of-Service (POS) and Preferred Provider Organization (PPO) plans have the option of seeing participating network providers, and out-of-network providers via telehealth. Telehealth availability may vary based on provider. Members may contact their preferred provider directly or Customer Service using the phone number on the back of their ID card to verify telehealth coverage.

3. Has KP made any changes to the telehealth benefit?

Telehealth is a covered benefit for members with POS and PPO plans. Also, certain video chat platforms can now be used to deliver telehealth (see question below).

4. What technology platforms can be used for telehealth visits?

Per the [temporary Federal guidelines](#) during the COVID-19 pandemic, providers can temporarily use non-public facing video chat platforms, such as Skype®, FaceTime®, and Zoom to complete telehealth visits as long as these platforms are allowed in their states and they are able to meet the standard of care via a telehealth encounter. Health care providers should not, however, use public-facing video applications, such as Facebook Live, Twitch or TikTok.

5. What's the cost share for COVID-19 diagnosis and testing using telehealth?

For members in our POS and PPO plans, cost sharing (deductibles, copayments and coinsurance) will be reduced to zero dollars (\$0.00) for medically necessary screening and testing for COVID-19. This includes telehealth visits, associated lab testing, and radiology services in a plan hospital, emergency or urgent care settings, or medical office. Members who

have plans allowing them to see non-KP providers can receive these services from participating and non-participating providers at zero cost share.

6. What's the cost share for COVID-19 treatment via telehealth?

If a member in our POS and PPO plans is diagnosed with COVID-19, all inpatient and outpatient treatment with Kaiser Permanente and participating providers between April 1 - May 31, 2020 will be covered at a zero dollar (\$0.00) cost share unless superseded by state or federal regulations. The zero dollar cost share will also apply to members who receive treatment from non-participating providers in urgent/emergent situations or who have an authorized referral from Kaiser Permanente.

If members choose to see non-participating providers, the treatment would be covered as any other illness at the out-of-network benefit level and in accordance with the terms and conditions set forth in the coverage document for the member's health plan.*

Members may contact Customer Service using the phone number on the back of their ID card for more information.

*Colorado state regulations require COVID-19 to be covered as an emergency service for all providers.

7. What's the cost share for non-COVID-19 related telehealth visits?

Cost shares vary based on the member's benefit/plan design and which provider they see. Members may contact Customer Service using the phone number on the back of their ID card for more information.

8. What code would be used if a physician performs a telehealth visit?

Reimbursement for telehealth visits will follow industry standard coding guidelines. For eligible telehealth visits, please use the appropriate place of service (POS) "02" when submitting your professional (CMS) claim.

9. Does Kaiser Permanente anticipate delays in paying claims due to high COVID-19 activity?

No, claim processing functions are fully operational, and we do not anticipate any delays at this time. We have robust business continuity plans in place to ensure we meet claims timeliness requirements. Should we experience any changes, we will keep providers informed about any anticipated delays.