

Clover Health

NOTICE: PROVIDER UPDATE TO TELEHEALTH POLICY DURING COVID-19 EMERGENCY.

In light of recent guidance issued by CMS, we are revising our telehealth payment policy and instructions on claims submissions. In our [previous notice, dated March 18, 2020](#), we announced that Clover Health was expanding access to telehealth services (i.e., remote visits). We continue to encourage remote services and will reimburse you no matter the medium (video or telephone only); however, our policy is revised as follows:

- You can submit a claim with any of the existing Medicare telehealth codes. For example, providers may bill for telephone-only E/M visits with one of the 994XX codes, which are newly reimbursable under Medicare. Contrary to our previous guidance, you may not submit a claim with the office 992XX codes for telephone-only E/M visits.
- For routine, scheduled, office visits that are managed remotely via two-way, real-time video and audio, you can submit a claim with one of the office 992XX codes. Clover Health is not requiring pre-established patient relationships or telehealth origination sites at this time. Contrary to our previous guidance, you must include POS 02 for these visits.

Additionally, Clover Health strongly encourages use of the Clover Assistant when conducting remote visits with members so that you have access to the most up-to-date patient information and evidence-based clinical care recommendations. It also allows Clover Health to receive real-time information on our members' needs so we can assist you in their care, including, for example, by helping to arrange for prescription home delivery.

Clover Health will reimburse you according to the Clover Assistant fee schedule in your Provider Services Agreement for all Clover Assistant visits performed in-person or through two-way video conferencing. Contrary to our previous guidance, remote visits must be engaged via two-way video conferencing for full reimbursement per the terms of your current Clover Assistant agreement. In order to further leverage Clover Assistant for telehealth visits, you will soon see a new program option for your acceptance directly in the Clover Assistant that will allow you to also engage with patients via phone when patient circumstances preclude use of video. This new phone-only program option will be reimbursed at \$100 per visit.

Please note, in order to use the Clover Assistant and receive the Clover Assistant payments, you must be contracted and activated on the Clover Assistant. If you are not already enrolled or have any questions, you can reach us at 1-800-931-8404 or clovernetwork@cloverhealth.com. To help improve your patients' care at this critical time, please consider enrolling today.

Sincerely,

Vivek Garipalli
CEO

Mark Spektor
Chief Medical Officer