

Clover Health

NOTICE: Provider Update to Telehealth Policy During COVID-19 Emergency

Clover Health continues to be committed to telehealth services during the ongoing COVID-19 public health emergency. Since March, Clover has been quick to publish amended policies to encourage providers to adopt telehealth services in order to continue to care for your patients in the safest manner possible. However, we do want to highlight that our billing guidance has been updated effective immediately:

- Clover will continue to reimburse providers for the telehealth services that are outlined by CMS in its [List of Telehealth Services](#).
- Providers should use the place of service (POS) that would have been used if the patient had been seen face-to-face instead of just defaulting to POS 02.
- Providers should also include modifier 95 on telehealth claims.
- For audio-only visits (non-video), providers should bill Clover following the updated CMS coding guidelines by billing the appropriate audio codes 99441-99443 or 98966-98968.
- Clover still does not require pre-established patient relationships or telehealth origination sites at this time.
- Clover continues to honor the \$0 copay and \$0 cost-share for members receiving telehealth services.

Additionally, Clover Health strongly encourages use of the Clover Assistant by PCPs 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. Clover Assistant also allows Clover to receive real-time information on our members' needs so we can assist you in their care, for example, by helping to arrange for prescription home delivery. Please note, in order to use this technology and receive the higher Clover Assistant reimbursement payments, you must be contracted and activated on Clover Assistant. If you are not already enrolled or have any questions regarding Clover Assistant, 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.