

COVID-19: TRACKING OF COMMERCIAL INSURANCE PLAN TELEPRACTICE POLICIES

The information below is collected from commercial insurance plan policy resources and direct communication with plans during the COVID-19 pandemic. It includes only *verified* information related to audiology and speech-language pathology services and is not exhaustive. ASHA will update the table as new and verifiable information becomes available. Thoroughly review your payer’s telepractice policies and coding and billing guidelines before initiating telepractice services. Be aware of quickly-evolving [state practice laws and regulations](#), [general coding and payment considerations](#), and [clinical guidelines](#) related to telepractice. You can also review ASHA’s tracking resource for [state Medicaid programs and executive orders](#) [PDF].

Given the high volume of commercially available plans across the country, ASHA is not able to track all plans. However, as of the first publication of this resource, the plans listed here represent *over 80 million covered lives* across the country.

Please contact your payer directly for additional information on the [provision of telepractice services during the COVID-19 pandemic](#). Here are questions you can ask the plan.

- Are you actively considering expanding to telepractice services to audiologists/SLPs in light of the COVID-19 pandemic?
- Is there a list of approved procedure codes for telepractice? What modifier(s) / place of service code(s) are required?
- What processes are currently in place to allow providers to deliver services via telepractice? Is the plan following the federal flexibilities related to [HIPAA requirements](#)?

You can also use ASHA’s template letter for [members](#) [DOC] or [state associations](#) [DOC] and [recommendations for telepractice coverage](#) [PDF] to urge plans to expand audiology and speech-language pathology services. ASHA is advocating for increased access to audiology and speech-language pathology services via telepractice across payers, but local advocacy often works more quickly and reinforces ASHA’s efforts!

If you have any additional questions or can verify new information for a specific plan, please contact ASHA at reimbursement@asha.org.

How to read this table

Column	Description
Commercial insurance plan	This reflects individual commercial plans, listed in alphabetical order. ASHA notes when a plan is state-specific, where applicable. Due to the high volume of commercial plans across the country, it is not possible to track all plans. ASHA is providing updates on COVID-19 specific policies as we confirm them. Please contact your plan directly if you do not see it listed here.
Confirmed telepractice policy	ASHA includes plans only when there is verified information related to audiology or speech-language pathology telepractice services during COVID-19.
Included in policy?	Yes indicates when a policy specifically includes coverage for audiologists/SLPs or for <i>all</i> qualified providers. However, this doesn’t imply that all audiology or speech-language pathology <i>services</i> are covered. No indicates audiologists/SLPs are specifically excluded from coverage. Blank cells indicate ASHA hasn’t verified coverage for that provider type.

Table: Commercial Insurance Plan Telepractice Policies

Commercial Insurance Plan	Confirmed Telepractice Policy	Included in policy?	
		Audiologist	SLP
Aetna	COVID-19: Telemedicine FAQs		Yes
Ambetter from Illinicare Health	Coronavirus Guidance	Yes	Yes
Anthem BlueCross BlueShield	Provider News (select your state to review COVID-19 updates)		Yes
Anthem BlueCross BlueShield of Connecticut	Telehealth Updates Due to COVID-19	No	Yes
BlueCross BlueShield of Alabama (added 5/20/20)	Telehealth Coverage Guidelines Telehealth Billing Guide for Providers [PDF]	Yes (Blue Advantage providers only)	Yes
BlueCross BlueShield of Arizona (added 5/20/20)	BCBSAZ COVID-19 Response Strategies BCBSAZ Tele-Everything Quick Reference Guide [PDF]	Yes	Yes
BlueCross BlueShield of Illinois	Telehealth Coverage Policy COVID-19 Preparedness FAQs for Providers [PDF] (see “Telehealth/Telemedicine”)	Yes	Yes
BlueCross BlueShield of Kansas City	Latest Updates on COVID-19		Yes
BlueCross BlueShield of Louisiana	Expansion of Telehealth for Remote Care During COVID-19 [PDF]		Yes
BlueCross BlueShield of Minnesota	Reimbursement Policy Telehealth Services	No	Yes
BlueCross BlueShield of Nebraska	COVID-19 Policy Telehealth Policies and Procedures Manual [PDF]	Yes	Yes
BlueCross BlueShield of North Carolina	Corporate Reimbursement Policy [PDF]	Yes	Yes
BlueCross BlueShield of Oklahoma	Provider Information on COVID-19 Coverage	Yes	Yes
BlueCross BlueShield of Rhode Island (added 5/20/20)	Temporary Telemedicine/Telephone Services During COVID-19 Crisis [PDF]	No	Yes
BlueCross BlueShield of South Carolina	Temporary Telehealth Coverage for SLPs COVID-19 FAQs (see “Telehealth”)		Yes
BlueCross BlueShield of Tennessee	COVID-19 Telehealth Policy		Yes
BlueCross BlueShield of Texas	Telehealth Expansion [PDF] (telephone assessment and e-visit services only)	Yes	Yes
BlueCross BlueShield of Vermont	Temporary/Emergency Telemedicine Policies	No	Yes

Commercial Insurance Plan	Confirmed Telepractice Policy	Included in policy?	
		Audiologist	SLP
CareFirst BlueCross BlueShield	Instructions for Telemedicine Claims During COVID-19 [PDF]	No	Yes
Cigna	Virtual Care Services for Speech Therapy COVID-19 Interim Billing Guidance for Providers		Yes
Harvard Pilgrim	COVID-19 Coverage Policy [PDF]	Yes	Yes
Health Net Federal Services (TRICARE West)	Telemedicine Services COVID-19 Outbreak: Using Telemedicine		Yes
HealthPartners	Telehealth/Telemedicine Services Temporary COVID-19 Policy [PDF] COVID-19 Coverage Support for Providers	Yes	Yes
Highmark of West Virginia	Telemedicine and Virtual Visits Temporary Telemedicine Code List [PDF]		Yes
Horizon Blue Cross Blue Shield of New Jersey	COVID-19 Response Telemedicine Services	Yes	Yes
Humana (TRICARE East)	COVID-19 and Tricare's Telehealth Benefit	No	Yes
Independence Blue Cross	Telemedicine Coverage During COVID-19 Outbreak		Yes
Kaiser Permanente	Network Provider Letter [PDF] (following Medicare policies – check with your local plan)		
Medica (Minnesota)	COVID-19 Response Provider FAQ Emergency Telemedicine Policy [PDF]	Yes	Yes
Medical Mutual of Ohio	COVID-19 Guidance for Providers [PDF]	No	Yes
Premera Blue Cross of Washington	Response to COVID-19	Yes	Yes
Priority Health	COVID-19: Virtual visits and telemedicine	Yes	Yes
Rocky Mountain Health Plans	Telehealth Frequently Asked Questions for Providers	No	Yes
Tufts Health Plan	Coronavirus Update for Providers	Yes	Yes
UnitedHealthCare	COVID-19 Physical, Occupational, and Speech Therapy Telehealth	No	Yes
Wellmark Iowa and South Dakota	Guidance on Coverage and Billing for Virtual Health Care Visits		Yes