Dear Valued Provider,

As the COVID-19 situation evolves, UPMC Health Plan wants to provide our providers with continuous updates. Given efforts to contain the spread of COVID-19, there have been many questions surrounding telehealth and we want to share how UPMC Health Plan has broadened our approach for our telehealth services during this challenging time.

Important information:
- UPMC Health Plan’s technical requirements and information on all covered telehealth services can be found in UPMC Health Plan policy MP.148, which is available online through our Policies and Procedures Manual at upmchp.us/policiesandprocedures.
- UPMC Health Plan covers a brief (5-10 min) remote interaction, typically via telephone between a provider and their existing patient. This visit cannot be related to an Evaluation and Management (E/M) visit within the previous seven days or result in an E/M visit or appointment in the next 24 hours. This service is known as a “Virtual Check-In” and can be billed using code G2012.
- Providers should bill their current Place of Service as 02 for telehealth visits.
- Behavioral health telehealth visits are covered as indicated in UPMC Health Plan Telehealth policy MP.148.
- Effective immediately until June 15, patients can get medical attention quickly and safely at $0 copay for all covered telehealth services. UPMC Health Plan will waive any deductibles, copayments, or other cost-sharing for all in-network telehealth visits, including UPMC AnywhereCare. Patients who are not UPMC Health Plan members can still access UPMC AnywhereCare; they will be charged $59 for the visit.
- As previously communicated, effective immediately until June 15, UPMC Health Plan will cover COVID-19 diagnostic laboratory testing at no-cost as a preventive service for UPMC Health Plan members.
- As previously communicated, no member cost-share will apply to TESTING procedures only for all UPMC Health Plan products and providers if billed under CPT Code 87635 OR HCPCS Code U0002. These procedures do not require prior authorization.
- UPMC Health Plan is committed to complying with CMS and state requirements for telehealth services. Please check our websites listed below for daily updates.

Please keep up to date on the most recent information by visiting and consistently checking back for updates:
- UPMC Health Plan provider announcements: upmchp.us/announcement-updates
- UPMC Health Plan coronavirus website: www.upmchealthplan.com/covid-19
- UPMC Health Plan Policies and Procedures Manual: upmchp.us/policiesandprocedures
- CDC Website: upmchp.us/cdc-covid-19

Thank you for your cooperation and continued participation with UPMC Health Plan. If you have any questions, please contact your physician account executive or Provider Services at 1-866-918-1595.

Sincerely,

Kimberly Zynn
Vice President, National Network Development and Strategic Expansion
UPMC Health Plan

*This information is subject to change as the situation evolves.
† Self-funded plans that have opted out of coverage and qualified high-deductible health plan members may be subject to cost-sharing. The provider of care is ultimately responsible for providing accurate and compliant information on all submission of claims and/or billing information.