

Payer Telehealth Timelines

Updated 6.19.2020

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Telehealth Timeline Overview by Payer

	Aetna	Cigna CAC	Cigna MA	Humana MA	United HealthCare	Uninsured Patients
Cost-Sharing Waiver	Expired June 4, 2020	Through end of Public Health Emergency: July 24, 2020	December 31, 2020	December 31, 2020	COVID related visits: July 24, 2020 Non-COVID related visits: Expired June 18, 2020	For COVID related visits only: End of PHE
Expanded Telehealth Scope of Coverage	August 4, 2020	Through end of Public Health Emergency: July 24, 2020	December 31, 2020	Will Continue to Follow CMS Guidance	September 30, 2020	Services based on Medicare fee schedule rates
Additional Details	Behavioral Health services cost-sharing waiver extended to September 30, 2020	Cost-sharing waiver includes in-office or telehealth visits for primary care, specialists and behavioral health	Cost-sharing waiver includes in-office or telehealth visits for primary care, specialists and behavioral health	Cost-sharing waiver for in-network providers	Will reimburse at parity with in-person visit rate through Sept. 30, 2020	Coverage includes COVID-19 testing and testing related services with a COVID-19 diagnosis Uninsured Program Portal

- Aetna – See telehealth details on the [VHAN Hub](#)
- Cigna – [Cigna News Release \(June 1, 2020\)](#)
- Humana – [Humana Coverage FAQs](#)
- UHC – [UHC Summary COVID-19 Dates by Program](#)
- CMS-Medicare- [Telemedicine Services Links](#)
- CMS-Medicaid (TN)- [Telemedicine Benefit Resources](#)
- Uninsured Patients- [Claims Reimbursement for Providers and Facilities](#)