



## e-Alert: COVID-19

03.26.20

### Enhancements Made to Telehealth Services to Boost COVID-19 Care

In an effort to broaden access to telehealth services during the COVID-19 public health emergency, certain federal privacy regulations have been relaxed and payment policies expanded under a “temporary and emergency basis” and under the president’s [1135 waiver](#) authority and the [Coronavirus Preparedness and Response Supplemental Appropriations Act](#).

Previously, Medicare telehealth coverage was limited. Now, however, it will cover office visits via telehealth where services are provided by physicians and a range of other providers including nurse practitioners, clinical psychologists, and licensed clinical social workers. These measures are being taken in an effort to limit the risk of COVID-19 infection for patients and other individuals who could be exposed from an in-person visit.

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Below is guidance that HR Knowledge has gathered to date on how each telehealth provider is currently handling COVID-19 (coronavirus). Please note that information is rapidly developing and changing in the context of COVID-19; we have provided up-to-date information as of the date of this publication and we will continue to monitor for additional guidance.



AllWays Health Partners offers exclusive access to **Partners HealthCare On Demand** for convenient, high quality urgent care right from a tablet, smart phone, or computer. And it's staffed by leading Partners HealthCare Providers, including providers from a Massachusetts General Hospital and Partners Community Physicians Organization. Members access the Partners On Demand website or app via our secure member portal. During their interactive video visit, they see and talk to a provider who can diagnose, offer treatment, and even send a prescription to an in-network pharmacy, if necessary.

**Website:** [AllWays](#)

**Contact:** Customer Care Center at 1-866-414-5533



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When you need on-demand or behavioral health consultation—there's **Telehealth**, BCBS's video visit platform that connects you to a board-certified doctor in minutes. Using a smartphone, tablet, or computer and the **Well Connection** app—you can access the care you need, when and where you need it. Telehealth covers both medical and behavioral health care conditions that can be treated through video visits. With Telehealth, you can see a doctor or therapist anywhere you have online access, including your home, workplace, or wherever else you may be.

**Website:** [Blue Cross Blue Shield Massachusetts](#)

**Download App:** [Well Connection](#)



Telemedicine: Harvard Pilgrim Health Care has partnered with Doctor on Demand (DoD) to ensure members will have access to virtual consultations for medical conditions that can be treated through video visits. With Telemedicine, you can see a doctor anywhere you have online access, including your home, workplace, or wherever else you may be. Real-time interactive access to have a virtual visit with a doctor through DoD's network.

**Website:** [Harvard Pilgrim](#)



Telehealth – powered by Teladoc – is a convenient, affordable way to access quality care for general medical, behavioral health, and dermatology services by web, phone or mobile app. Connect with a board-certified doctor, therapist, or dermatologist from the comfort of home, during your lunch break, or while traveling throughout the country. You can even get a prescription sent to your local pharmacy when medically necessary.

**Website:** [Tufts Health Plan](#)

**Download App:** [Teladoc](#)



With United Healthcare, you no longer have to spend time or money assessing, selecting and implementing an external telehealth provider. Your medical plan includes Virtual Visits. The convenient and faster way to see a doctor. With Virtual Visits, employees and their covered family members can see and speak to a doctor 24 hours a day, 7 days a week using a mobile device or computer, wherever they are. If needed, a prescription can be sent to their local pharmacy. No appointment is necessary—and usually takes less than 20 minutes. Costs are similar to a typical copay and much less than the usual cost of urgent care.

**Website:** [UnitedHealthcare](#)

**Download App:** [Amwell](#)

## Employer Next Steps

- If HR Knowledge is your benefits broker and you have any questions at this time, please [email us](#).

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