

# HUMANA Expands Telehealth Coverage to Include Audio-only Services



This document is available to members as an informational resource. KMA expresses no opinion as to the feasibility, applicability, or impact to your particular practice. The guidance outlined below applies to Humana plans only.

**Humana** is encouraging the use of telehealth services to ease the systemic burdens from COVID-19. Therefore, effective March 23, 2020, Humana is temporarily updating its telehealth policy during the emergency period to allow for telephone-only services in addition to telehealth services via video + audio.

## Here's what you need to know

### 1. Telephonic-only Care (visual connection not required)

- Telephonic-only visits with in-network primary and specialty providers are temporarily permitted.
- Cost shares are waived for all telehealth visits with in-network primary and specialty providers.
- Please refer to plan coverage guidelines for information regarding services that can be delivered via telehealth.
- In-network providers will be reimbursed for telehealth visits at the same rate as in-office visits so long as visits meet medically necessary criteria.

### 2. Telehealth (video + audio)

- Cost shares are waived for all telehealth visits with in-network primary and specialty providers.
- Please refer to plan coverage guidelines for information regarding services that can be delivered via telehealth.
- In-network providers will be reimbursed for telehealth visits at the same rate as in-office visits so long as visits meet medically necessary criteria.

### 3. Coding Guidance

- Telephonic-only visits are billed as a standard telehealth visit.

#### Additional Humana Resources:

- [Information from Humana for Care Providers about COVID-19](#)