



CHOICESM
Health Plans

Provider News

Use of Telehealth During the COVID-19 State of Emergency from VNSNY CHOICE Health Plans

[Link to VNSNY CHOICE COVID-19 Resource Page is fixed below.](#)

Effective March 1, 2020, in accordance with published New York State Department of Health (NYS DOH) Medicaid Guidance, all VNSNY CHOICE Health Plans--CHOICE MLTC, CHOICE Total (HMO D-SNP) and SelectHealth--will expand eligibility for coverage of telehealth services to all members.

In line with this guidance, CHOICE will reimburse providers for telephonic assessment, monitoring, and evaluation and management services provided to members where face-to-face visits may not be recommended and it is appropriate for the member to be evaluated and managed by telephone

Telehealth is the use of electronic information and communication technologies (computer, smartphone or tablet) to deliver health care to patients at a distance.

For purposes of the State of Emergency, this definition is expanded to include telephone conversations.

Medicaid covered services provided via telehealth include:

- assessment
- diagnosis

- consultation
- treatment
- education
- care management and/or self-management

This applies to **all contracted providers** serving members under VNSNY CHOICE Health Plans. All telephonic encounters documented as appropriate by the provider would be considered medically necessary for payment purposes.

All other requirements in delivery of these services otherwise apply.

For more information about **how to bill or code for telehealth services**, please see the guidance from DOH by clicking on the green button below.

[See the Telephonic Reimbursement Overview](#)

Behavioral Health

During this national public health emergency, our partner **Beacon Health** is issuing new policies to serve our members and ensure access to care.

Please visit www.beaconhealthoptions.com/coronavirus/ for the latest updates.

Access to Telehealth Equipment and Digital Services

If you have patients who are VNSNY CHOICE Health Plan Members who need WiFi, data coverage and/or a cell phone, please see the March 23 DOH Medicaid Guidance on Telehealth by clicking on the blue button below.

[Read the NYS DOH Medicaid Guidance on Telehealth](#)

Have questions?

For questions related to coverage and billing at VNSNY CHOICE Health Plans, please call your dedicated Provider Relations representative or call

VNSNY CHOICE Provider Services
Please call toll free: **1-866-783-0222**
TTY for the hearing impaired: **711**
Monday – Friday, 9 am – 5 pm

**Thank you for being part of the
VNSNY CHOICE Provider network!**

We want to make this publication useful to you. Please let us know what you think! Write to us at CHOICEProviderNews@vnsny.org.