

## United Health Care – Telehealth

In response to the COVID-19 pandemic, UnitedHealthcare [will reimburse](#) claims for telehealth services for service dates from March 18 until June 18.

Additionally, the payer will waive cost sharing for in-network telehealth services for both COVID-19- and non-COVID-19 related visits. UnitedHealthcare is also allowing all codes on CMS' covered telehealth services [list](#) for Medicare Advantage, Medicaid and individual and group market health plans.

Eligible care providers can bill for telehealth services performed using interactive audio-video or audio-only, except in cases where UnitedHealthcare explicitly notes the need for interactive audio/video, which include physical therapy, occupational therapy and speech therapy while a patient is at home.

Here are the services, and their respective codes, that UnitedHealthcare will cover when provided via telehealth through June 18.

1. 99211-99215: established patient visit with a provider who uses audio-video or audio-only telecommunications system for COVID-19 or non-COVID-19 care
2. 99211-99215: established patient visit with a provider who uses audio-video or audio-only telecommunications system for evaluating need for COVID-19 testing
3. 99211-99215: established patient with COVID-19 diagnosis visits with a provider who uses an audio-video or audio-only telecommunications system
4. 99201-99205: new patient visit with a provider who uses an audio-video or audio-only telecommunications system for COVID-19 or non-COVID-19 related care
5. 99201-99205: new patient visit with a provider who uses an audio-video or audio-only telecommunications system for evaluating need for COVID-19 testing
6. 99421-99423: communication between an established patient and their provider through an online patient portal for COVID-19 or non-COVID-19 related care
7. G2012: brief check-in with provider using audio-only with established patient for COVID-19 or non-COVID-19 related care