



April 21, 2020

Re: Colorado Emergency Regulation 20-E-05, concerning coverage and reimbursement for telehealth services during the COVID-19 disaster emergency for commercial members

Dear Kaiser Permanente Network Provider,

COVID-19 continues to impact communities in the Colorado region, throughout the United States and around the world. Thank you for your partnership in helping us address the spread of the virus, and in providing prompt and compassionate care to our members and patients.

Providing Telehealth Visits

We appreciate your efforts to limit the spread of COVID-19 in the community. You may convert authorized office visits to telehealth visits, where clinically appropriate.

Per [Colorado Emergency Regulation 20-E-05](#), concerning coverage and reimbursement for telehealth services during the COVID-19 disaster emergency, the definition of “telehealth” has been expanded to include: Audio-only telephone calls and non-public facing live video technologies including but not limited to Apple FaceTime, Facebook Messenger video chat, Google Hangouts video, or Skype, to facilitate in the assessment, diagnosis, consultation, treatment, education, care management, or self-management of a covered person’s health care. Public-facing video communications such as Facebook Live, Twitch, and TikTok, are not considered telehealth for purposes of this regulation.

Kaiser Foundation Health Plan of Colorado will reimburse network providers for the provision of medically necessary covered health care services that are appropriately provided through telehealth to commercial members. This includes without limitation behavioral health, mental health, substance use disorder, occupational therapy, speech therapy, and physical therapy services as well as remote monitoring of patients.

Network providers will be reimbursed at rates not lower than in-person services delivered by providers to commercial members, using the industry-standard codes along with modifier “CR” when submitting your professional claims, to denote that the care occurred outside of the medical office or normal practice location and during the COVID-19 pandemic. For eligible telehealth visits, please use POS (place of service) “02” or Modifier “95” or Modifier “GT” when submitting your professional (CMS) claims for these visits.

The emergency regulation will remain in effect for 120 days from April 3, 2020, or as long as the Governor’s Emergency Declaration is in effect, whichever is shorter.

Members with Commercial plans are currently covered for telehealth visits. Please use [Online Affiliate Link](#) to confirm the cost sharing for High Deductible Health Plan/HSA-qualified members who must first meet their deductible for telehealth visits **unrelated to COVID-19** diagnosis and testing. Per Colorado Emergency Regulation 20-E-01, **there will not be a cost share applied for treatment of COVID-19, if it is provided through telehealth services for Commercial members only.**

We will continue to keep you informed about changes and answer your questions as the situation evolves. If you have additional questions, please contact your provider representative at **1-866-866-3951** or visit the [Community Provider Portal](#). You may also visit [kp.org](#) for continued updates.

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Sincerely,

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