



April 17, 2020

Dear Keystone First/Keystone First Community HealthChoices (CHC) Provider,

Keystone First and Keystone First CHC continue to monitor the latest information regarding COVID-19, and want to help ensure that our Members/Participants have access to care.

Given Governor Wolf's emergency disaster declaration on March 6, 2020 and the Centers for Disease Control and Prevention's (CDC) recommendation related to quarantine and isolation, Keystone First and Keystone First CHC will cover telemedicine as a delivery method for outpatient physical, occupational and speech therapy. Following the Department of Human Services (DHS) guidelines this policy will remain in effect for 90 days or while a valid disaster declaration authorized by the Governor related to the COVID-19 virus remains in effect, whichever is earlier. Please note that we will continue to follow any additional direction that DHS provides.

Telemedicine services for the aforementioned therapies may be provided by any means that allows for two-way, real-time interactive communication, such as audio-video conferencing hosted by a secure mobile application and during this state of emergency, telephone only services may be utilized in situations where video technology is not available.

- **Services rendered should be in conformance with the full description of the procedure code and to the extent that it would have been rendered if the visit had occurred in-person in the office.**
- **Procedure codes should be amended with the place of service (POS) code "02", rather than "11".**
- **Standard authorization requirements remain in effect (authorization required after 24 visits).**
- **Compensation will be at the contracted rate in your Keystone First and/or Keystone First CHC Provider Agreements(s)**

We are adjusting our systems as quickly as possible to enable you to bill and be reimbursed for outpatient services utilizing telemedicine as outlined above and will keep you updated on our progress.

Thank you for your partnership and care of our Members and Participants as we work together through this challenging health situation. If you have any questions, please contact your Provider Account Executive.

Sincerely,

Denise Ameye, Director Provider Network Management