



## Network Notification

**Notice Date:** March 27, 2020  
**To:** Ohio Medicare, D-SNP and Marketplace Providers; Kentucky and West Virginia Marketplace Providers  
**From:** CareSource  
**Subject:** COVID-19: Temporary Telehealth Services  
**Effective Date:** March 6, 2020

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### Summary

The Centers for Medicare and Medicaid Services (CMS) has made the decision to expand the telehealth benefit on a temporary and emergency basis under the 1135 waiver authority and Coronavirus Preparedness and Response Supplemental Appropriations Act. Please be advised that CareSource will be adhering to this rule effective March 6, 2020. Telehealth as defined in the emergency rule is the direct delivery of health care services to a patient via synchronous, interactive, real-time electronic communication comprising both audio and video elements; or activities that are asynchronous and do not have both audio and video elements such as telephone calls, images transmitted via facsimile machine and electronic mail.

### Impact

All participating providers are eligible to render services to members following the fact sheet published by CMS in an effort to expand the telehealth benefit on a temporary and emergency basis under the 1135 waiver authority and Coronavirus Preparedness and Response Supplemental Appropriations Act. CareSource will follow all published regulatory guidance concerning non-participating providers who render telehealth services. All claims will be processed in accordance to the billing guidelines outlined on the [CMS fact sheet](#).

### Importance

Given that COVID-19 is a communicable disease, CareSource members are encouraged to utilize telehealth services when available.

**Please note:** CareSource reserves the right to implement and revoke this policy without the state-specific contractual notification requirements for a change in policy that is normally required. This would apply both for the effective date as well as for the withdrawal of the policy due to the urgent and emergent nature of the COVID-19 pandemic.

### Questions?

For questions specific to the temporary and emergent expansion of the CMS telehealth benefit on under the 1135 waiver authority and Coronavirus Preparedness and Response Supplemental Appropriations Act, please refer to the CMS [Frequently Asked Questions resource](#).

For all other questions, please contact CareSource's Provider Services at the following numbers:

Plan	Provider Services Number
Ohio Marketplace	1-800-488-0134
Georgia Marketplace	1-833-230-2155
Indiana Marketplace	1-866-286-9949
West Virginia Marketplace	1-855-202-1091
Kentucky Marketplace	1-855-852-5558
Ohio Medicare Advantage	1-844-679-7865
Ohio D-SNP	1-833-230-2176

Our hours of operation are Monday through Friday, 8 a.m. to 6 p.m. Eastern Standard Time.

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