

UnitedHealthcare Medicare Advantage Reimbursement Policy Update Bulletin: November 2021

Revised		
Policy Title	Effective Date	Summary of Changes
Telehealth/ Telemedicine Policy, Professional*	11/1/2021	<ul style="list-style-type: none"> The term virtual health will be added to the policy to encompass all synchronous, asynchronous, and remote physiologic monitoring (RPM) care between health care professionals and patients. This includes telehealth/telemedicine, communication technology-based services (CTBS), e-visits, virtual check-ins, and interprofessional telephone/internet/electronic health record consultations. This was previously communicated in the “UnitedHealthcare Medicare Advantage Reimbursement Policy Update Bulletin: October 2021”; with the inaccurate effective date of November 1st, 2022. The correct effective date of this revised policy is November 1, 2021.

Published reimbursement policies are intended to ensure reimbursement based on the code or codes that correctly describe the health care services provided. UnitedHealthcare reimbursement policies may use Current Procedural Terminology (CPT®*), Centers for Medicare and Medicaid Services (CMS) or other coding guidelines. References to CPT or other sources are for definitional purposes only and do not imply any right to reimbursement.

Note: The absence of a policy does not automatically indicate or imply coverage. As always, coverage for a health service must be determined in accordance with the member’s benefit plan and any applicable federal or state regulatory requirements.



The complete library of UnitedHealthcare Medicare Advantage Reimbursement Policies is available UHCprovider.com > Policies and Protocols > Medicare-Advantage-Policies > [Medicare-Advantage-Reimbursement Policies](#).