

State-specific COVID-19 telehealth provisions

Northeast states

The Telehealth State Provision Exception chart has state-specific telehealth coverage and reimbursement rules, regulations and time limits that apply to Individual and fully insured Group Market health plans (application for self-insured customer benefit plans may vary). These provisions may vary from federal regulations.

UnitedHealthcare is updating a number of temporary provisions around originating site requirements and cost-share waivers that were established as part of the COVID-19 response. Full details of the changes are available in the [Summary of COVID-19 Dates by Program](#) guide and on the [COVID-19 Telehealth](#) pages.

Please note

State-specific telehealth coverage and reimbursement rates may differ for Medicaid. We will administer benefits and make reimbursements in accordance with federal and state-specific Medicaid regulations and guidelines. Please refer to your state's website, if applicable. For Medicare, please find details on the [COVID-19 Telehealth](#) pages.

The benefits and processes described apply pursuant to federal requirements and UnitedHealthcare national policy during the national emergency. Additional benefits or limitations may apply in some states and under some plans during this time.

Which temporary telehealth services or regulations is the state ending and when has the state announced these measures are ending?

Definitions

Audio-only coverage: Audio-only communication is considered a telehealth visit and is reimbursable according to the member's benefit plan.

Cost share waived: Member cost share is waived for the listed types of covered telehealth visits. Coverage is subject to any requirements or limitations based on the member's benefit plan.

Coverage for PT/OT/ST: Requirements may vary by state for the reimbursement of physical, occupational and speech therapy (PT/OT/ST) telehealth services provided by qualified health care professionals when rendered using interactive audio-video technology.

Covered telehealth services reimbursed at in-person rates: Private payers (like UnitedHealthcare) may reimburse for telehealth/telemedicine care in the same way they would for in-person care, according to the member's benefit plan.

Ongoing: The state's COVID-19 state of emergency declaration (or equivalent) does not currently have an end date. The state will determine and announce the timeline for their temporary telehealth measures.

Massachusetts	
<ul style="list-style-type: none"> Covered telehealth services reimbursed at in-person rates (for chronic disease management and primary care services) 	Jan. 1, 2023
New Jersey	
<ul style="list-style-type: none"> Audio-only coverage Cost share waived for covered behavioral health visits Cost share waived for COVID-19-related covered visits Cost share waived for non-COVID-19-related covered visits Coverage for PT/OT/ST Covered telehealth services reimbursed at in-person rates 	Ongoing (90 days after the end of the state's emergency declaration)
Rhode Island	
<ul style="list-style-type: none"> Cost share waived for covered behavioral health visits Cost share waived for COVID-19-related covered services Cost share waived for non-COVID-19-related covered visits 	Jan. 20, 2022
West Virginia	
<ul style="list-style-type: none"> Audio-only coverage 	Ongoing

We will adjudicate benefits in accordance with the member's health plan. State-specific rules, regulations, dates and other guidance are subject to change, so be sure to check with the appropriate state regulatory agency for the latest information.

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