

State-specific COVID-19 telehealth provisions

Southeast 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.

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.

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

Mississippi	
Audio-only coverage	March 31, 2022
Tennessee	
Covered telehealth services reimbursed at in-person rates	April 1, 2022

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.

Definitions

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

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 members 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.

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

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