

State-specific COVID-19 telehealth provisions

West 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. Full details of UnitedHealthcare temporary telehealth provisions established as part of the COVID-19 response are available in the [Summary of COVID-19 Dates by Program](#) guide and on the [COVID-19 Telehealth](#) pages.

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

California	
<ul style="list-style-type: none"> • Audio-only coverage • Covered telehealth services reimbursed at in-person rates 	Ongoing
Colorado	
<ul style="list-style-type: none"> • Cost share waived for COVID-19-related covered visits 	April 15, 2022
<ul style="list-style-type: none"> • Covered telehealth services reimbursed at in-person rates 	Ongoing
Hawaii	
<ul style="list-style-type: none"> • Audio-only coverage 	Jan. 28, 2022
Montana	
<ul style="list-style-type: none"> • Cost share waived for COVID-19-related covered visits 	April 15, 2022

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.

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.

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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