



COVID-19 Temporary Provisions

Date guide

Information reflects provisions effective as of July 20, 2021.

State variations and requirements may apply during this time.

As needed, please refer to the Appendix for information on temporary provisions and suspensions that were implemented but are no longer in effect.

© 2021 United HealthCare Services, Inc. All Rights Reserved.

**United
Healthcare**



Summary of COVID-19 dates by program

- The following document is intended to be a quick reference guide for the beginning and end dates of temporary program, process or procedure changes that UnitedHealthcare has implemented as a result of COVID-19. Full details of these changes can be found at UHCprovider.com/COVID19.
- **Please note:** Where outlined, changes apply to Individual Exchange, Individual and fully insured Group Market health plans. Implementation for self-funded customers may vary.
- Medicaid state-specific rules and other state requirements may apply. For Medicaid and other state-specific requirements, please refer to your state-specific website or your [state's](#) UnitedHealthcare Community Plan website, if applicable. For more details, go to UHCprovider.com/covid19.
- Medical management requirements may also apply, according to the member's benefit plan

Table of contents

Current temporary provisions

- [Cost share waivers – Testing](#)
- [Cost share waivers – Treatment](#)
- [Cost share waivers – Transportation](#)
- [Cost share waivers – Medicare Advantage Professional Services](#)
- [Telehealth cost share – COVID-19](#)
- [Telehealth cost share – Non-COVID-19](#)
- [Telehealth expansion](#)
- [Timely filing and prescription refills](#)
- [Referrals and provisional credentialing](#)
- [Prior authorization](#)

Expired temporary provisions

- [Expired provisions](#)
- [Resources](#)



Current cost share waivers – Testing (copays, coinsurance and deductibles)

Program or benefit scenario	Medicare Advantage	Medicaid	Individual and Group Market health plans	Additional details
COVID-19 diagnostic testing	From Feb. 4, 2020, through the national public health emergency period, currently scheduled to end Oct. 17, 2021, UnitedHealthcare is waiving cost share (copay, coinsurance and deductible) for in-network and out-of-network tests.	State variations and requirements may apply during this time. Please refer to your state's COVID-19-specific website for more information.	From Feb. 4, 2020, through the national public health emergency period, currently scheduled to end Oct. 17, 2021, UnitedHealthcare is waiving cost share (copay, coinsurance and deductible) for in-network and out-of-network tests.	<ul style="list-style-type: none"> UnitedHealthcare will cover medically appropriate COVID-19 testing during the national public health emergency period (currently scheduled to end Oct. 17, 2021), at no cost share, when ordered or reviewed by a physician or appropriately licensed health care professional to either 1) diagnose if the virus is present due to symptoms or potential exposure, or 2) help in the treatment of the virus for a person UnitedHealthcare health plans does not cover COVID-19 surveillance testing, which is testing used for public health or social purposes such as employment (return to workplace), education, travel, or entertainment. These tests are only covered when required by applicable law and adjudicated in accordance with member's benefit plan.
COVID-19 antibody testing	From April 10, 2020, through the national public health emergency period, currently scheduled to end Oct. 17, 2021, UnitedHealthcare is waiving cost share (copay, coinsurance and deductible) for in-network and out-of-network tests.	State variations and requirements may apply during this time. Please refer to your state's COVID-19-specific website for more information.	From April 10, 2020, through the national public health emergency period, currently scheduled to end Oct. 17, 2021, UnitedHealthcare is waiving cost share for in-network and out-of-network tests.	<ul style="list-style-type: none"> COVID-19 antibody testing must be an FDA-authorized COVID-19 antibody test ordered by a physician or appropriately licensed health care professional, consistent with Centers for Medicare & Medicaid Services (CMS) requirements
COVID-19 testing-related services	From Feb. 4, 2020, through the national public health emergency period, currently scheduled to end Oct. 17, 2021, UnitedHealthcare is waiving cost share (copay, coinsurance and deductible) for in-network and out-of-network testing-related services.	State variations and requirements may apply during this time. Please refer to your state's COVID-19-specific website for more information.	From Feb. 4, 2020, through the national public health emergency period, currently scheduled to end Oct. 17, 2021, UnitedHealthcare is waiving cost share for in-network and out-of-network testing-related services.	<ul style="list-style-type: none"> Services can be in person or via telehealth



Current cost share waivers – Testing (cont.)

(copays, coinsurance and deductibles)

Program or benefit scenario	Medicare Advantage	Medicaid	Individual and Group Market health plans	Additional details
Over-the-counter (OTC) COVID-19 tests	From Feb. 4, 2020, through the national public health emergency period, currently scheduled to end Oct. 17, 2021, UnitedHealthcare is waiving cost share (copay, coinsurance and deductible) for in-network and out-of-network tests when medically appropriate as ordered or reviewed by a physician or appropriately licensed health care professional.	State variations and requirements may apply during this time. Please refer to your state's COVID-19-specific website for more information.	From Feb. 4, 2020, through the national public health emergency period, currently scheduled to end Oct. 17, 2021, UnitedHealthcare is waiving cost share (copay, coinsurance and deductible) for in-network and out-of-network tests when medically appropriate as ordered or reviewed by a physician or appropriately licensed health care professional.	<ul style="list-style-type: none"> COVID-19 tests purchased OTC without a prescription or health care professional's involvement, such as those bought at a pharmacy or online, and processed without a lab or health care professional involvement, are not covered by the member's benefits plan Members will be responsible for the cost of OTC tests and may use their health savings account (HSA), flexible spending account (FSA) or health reimbursement account (HRA) If you provide a prescription for an over-the-counter COVID-19 test as part of clinical care, the member may submit a claim for reimbursement with both the prescription and detailed receipt to UnitedHealthcare



Current cost share waivers – Treatment (copays, coinsurance and deductibles)

Program or benefit scenario	Medicare Advantage	Medicaid	Individual and Group Market fully insured health plans	Additional details
COVID-19 treatment	As of April 1, 2021, no cost share waivers are in effect. Coverage and cost share (copay, coinsurance and deductible), including out-of-network costs, are adjudicated in accordance with the member's health plan. This includes telehealth, inpatient and outpatient COVID-19 treatment for both in-network and out-of-network services.	State variations and requirements may apply during this time. Please refer to your state's COVID-19-specific website for more information.	No cost share waivers are currently in effect. Coverage and cost share (copay, coinsurance and deductible), including out-of-network costs, are adjudicated in accordance with the member's health plan.	
Monoclonal antibody treatment	For Medicare health plans, the CMS Medicare Administrative Contractor will reimburse claims for Medicare with no cost share (copayment, coinsurance or deductible) through 2021.	State variations and requirements may apply during this time. Please refer to your state's COVID-19-specific website for more information.	<p>For Individual Exchange, Individual and Group Market health plans, the investigational monoclonal antibody treatment will be considered a covered benefit during the national public health emergency period, currently scheduled to end Oct. 17, 2021. Patients should meet the emergency use authorization (EUA) criteria for FDA-authorized monoclonal antibody treatment in an outpatient setting.</p> <p>As of April 1, 2021, no cost share waivers for the administration (intravenous infusion) of monoclonal antibodies are in effect. Coverage and cost share for both in-network and out-of-network treatment are adjudicated in accordance with the member's health plan.</p>	<p>FDA-authorized treatments</p> <p>Casirivimab + Imdevimab:</p> <ul style="list-style-type: none"> • HCPCS code: Q0243 • Administration code: M0243 <p>Bamlanivimab + Etesevimab:</p> <ul style="list-style-type: none"> • HCPCS code: Q0245 • Administration code: M0245



Current cost share waivers – Transportation (copays, coinsurance and deductibles)

Program or benefit scenario	Medicare Advantage	Medicaid	Individual and Group Market fully insured health plans	Additional details
Transportation	No cost share waivers are currently in effect. Coverage and cost share (copay, coinsurance and deductible) are adjudicated in accordance with the member's health plan.	Coverage and waiver of cost share is subject to state requirements.	No cost share waivers are currently in effect. Coverage and cost share (copay, coinsurance and deductible) are adjudicated in accordance with the member's health plan.	

Current cost share waivers – Medicare Advantage Professional Services (copays, coinsurance and deductibles)

Program or benefit scenario	Health plan*	Date details	Additional details
Primary care professional services	Medicare Advantage	No cost share waivers are currently in effect. As of Jan. 1, 2021, coverage and cost share (copay, coinsurance and deductible) for primary care visits are adjudicated in accordance with the member's health plan.	
Office-based professional services	Medicare Advantage	No cost share waivers are currently in effect. Coverage and cost share (copay, coinsurance and deductible) for specialty visits are adjudicated in accordance with the member's health plan.	



State variations and requirements may apply during this time. Changes apply to Individual and fully insured Group Market health plans. Implementation for self-funded customers may vary. Medicaid state-specific rules and other state requirements may apply. For Medicaid and other state-specific requirements, please refer to your state-specific website or your state's UnitedHealthcare Community Plan website, if applicable. See UHCprovider.com/covid19 for more details.

Dates are subject to change based on the national public health emergency provisions.

Current cost share waivers – COVID-19 telehealth (copays, coinsurance and deductibles)

Program or benefit scenario	Medicare Advantage*	Medicaid**	Individual and fully insured Group Market***	Additional details
Telehealth Virtual Check-Ins Electronic Visits (e-visits) Physical Therapy Occupational Therapy Speech Therapy Chiropractic Therapy Home Health and Hospice Remote Patient Monitoring Behavioral Dental Vision Hearing	<p>COVID-19 testing From Feb. 4, 2020, through the national public health emergency period, currently scheduled to end, Oct. 17, 2021, UnitedHealthcare is waiving cost share (copay, coinsurance or deductible) for in-network and out-of-network testing and testing-related telehealth services.</p> <p>COVID-19 treatment Effective April 1, 2021, for both in- and out-of-network providers, members are responsible for any copay, coinsurance or deductible or out-of-network costs according to their benefit plan. Most UnitedHealthcare Medicare Advantage plans have \$0 copays for covered telehealth services.</p>	<p>State requirements apply. Please refer to your state's COVID-19-specific website for more information.</p> <p>Benefits are adjudicated in accordance with the member's health plan, if applicable.</p>	<p>COVID-19 testing From Feb. 4, 2020, through the national public health emergency period, currently scheduled to end Oct. 17, 2021, UnitedHealthcare is waiving cost share (copay, coinsurance or deductible) for in-network and out-of-network testing-related telehealth services.</p> <p>COVID-19 treatment In network: No cost share waivers are currently in effect. Effective Jan. 1, 2021, most benefit plans include telehealth services with in-network providers. Members are responsible for any copay, coinsurance, deductible or out-of-network costs according to their benefit plan. Details are in the updated telehealth/telemedicine reimbursement policy.</p> <p>Out of network: No cost share waivers are currently in effect. Coverage and cost share are adjudicated according to a member's health plan.</p>	<ul style="list-style-type: none"> Benefits are adjudicated in accordance with the member's health plan, if applicable



*This date is subject to change based on direction from CMS. Hospice services are not applicable for Medicare Advantage plans. **Medicaid state-specific rules and other state requirements may apply. For Medicaid and other state-specific requirements, please refer to your state-specific website or your state's [UnitedHealthcare Community Plan website](#), if applicable. If no state guidance was provided, telehealth expansion ended June 18, 2020. ***State variations and requirements may apply. Changes apply to Individual and fully insured Group Market health plans. Implementation for self-funded customers may vary. See [UHCprovider.com/covid19](https://www.uhcprovider.com/covid19) for more details. Dates are subject to change, based on the national public health emergency period.

Current cost share waivers – Non-COVID-19 telehealth (copays, coinsurance and deductibles)

Program or benefit scenario	Medicare Advantage*	Medicaid**	Individual and fully insured Group Market***	Additional details
Telehealth Virtual Check-Ins Electronic Visits (e-visits) Physical Therapy Occupational Therapy Speech Therapy Chiropractic Therapy Home Health and Hospice Remote Patient Monitoring Behavioral Dental Vision Hearing	Non-COVID-19 No cost share waivers are currently in effect. Members are responsible for any copay, coinsurance or deductible or out-of-network costs according to their benefit plan. Coverage and cost share are adjudicated in accordance with the member's health plan.	State requirements apply. Please refer to your state's COVID-19-specific website for more information. Benefits are adjudicated in accordance with the member's health plan, if applicable.	Non-COVID-19 No cost share waivers are currently in effect. Members are responsible for any copay, coinsurance or deductible or out-of-network costs according to their benefit plan. Coverage and cost share are adjudicated in accordance with the member's health plan.	



*This date is subject to change based on direction from CMS. Hospice services are not applicable for Medicare Advantage plans. **Medicaid state-specific rules and other state requirements may apply. For Medicaid and other state-specific requirements, please refer to your state-specific website or your state's [UnitedHealthcare Community Plan website](#), if applicable. If no state guidance was provided, telehealth expansion ended June 18, 2020. ***State variations and requirements may apply. Changes apply to Individual and fully insured Group Market health plans. Implementation for self-funded customers may vary. See [UHCprovider.com/covid19](https://www.uhcprovider.com/covid19) for more details. Dates are subject to change, based on the national public health emergency period.

Current telehealth expansion and coverage

Program or benefit scenario	Medicare Advantage*	Medicaid**	Individual and fully insured Group Market health plans***	Additional details
<p>Telehealth</p> <p>Medical</p> <p>Physical Therapy</p> <p>Occupational Therapy</p> <p>Speech Therapy</p>	<p>From Jan. 1, 2021, through the national public health emergency period, currently scheduled to end Oct. 17, 2021, UnitedHealthcare is waiving the Centers for Medicare & Medicaid Services (CMS) originating site requirement. UnitedHealthcare will cover all in-network and out-of-network telehealth services, as outlined in the current CMS guidelines.</p> <p>(See the Medicare Advantage section on UHCprovider.com/covid19 > Telehealth)</p>	<p>State requirements apply. Please refer to your state's COVID-19-specific website for more information.</p>	<p>COVID-19</p> <p>In-network testing and treatment: As of Jan. 1, 2021, UnitedHealthcare is reimbursing in-network telehealth services and covering additional codes as outlined in our telehealth/telemedicine reimbursement policy.</p> <p>Out-of-network COVID-19 testing: UnitedHealthcare has extended the expansion of telehealth access for COVID-19 testing through the national public health emergency period, currently scheduled to end Oct. 17, 2021.</p> <p>Out-of-network COVID-19 treatment: As of Oct. 23, 2020, out-of-network telehealth services for COVID-19 treatment are covered according to the member's benefit plan and the UnitedHealthcare standard telehealth/telemedicine reimbursement policy.</p> <p>Non-COVID-19</p> <p>In network: As of Jan. 1, 2021, UnitedHealthcare is covering in-network telehealth services in accordance with the member's benefit plan and our telehealth/telemedicine reimbursement policy. During the national public health emergency period, currently scheduled to end Oct. 17, 2021, additional CMS codes may apply.</p> <p>Out of network: As of July 25, 2020, out-of-network telehealth services are covered according to the member's benefit plan and the UnitedHealthcare standard telehealth/telemedicine reimbursement policy.</p> <p>(See the Individual and Fully Insured Group Market Health Plan section on UHCprovider.com/covid19 > Telehealth.)</p>	<ul style="list-style-type: none"> The temporary policy changes apply to members whose benefit plans cover telehealth services and allow those patients to connect with their doctor through live, interactive audio-video or audio-only visits



*This date is subject to change based on direction from CMS. **Medicaid state-specific rules and other state requirements may apply. For Medicaid and other state-specific requirements, please refer to your state-specific website or your state's [UnitedHealthcare Community Plan website](#), if applicable. If no state guidance was provided, telehealth expansion ended June 18, 2020. ***State variations and requirements may apply. Changes apply to Individual and fully insured Group Market health plans. Implementation for self-funded customers may vary. See UHCprovider.com/covid19 for more details.

Current telehealth expansion and coverage (cont.)

Program or benefit scenario	Medicare Advantage*	Medicaid**	Individual and fully insured Group Market health plans***	Additional details
Behavioral	Optum has waived the CMS originating site restriction and extended the expansion of telehealth access for in-network and out-of-network providers through the national public health emergency period, currently in effect through Oct. 17, 2021.	State Medicaid guidance/mandates apply. If no mandate was issued, the expanded policy was applicable through June 17, 2020.	Optum has waived the CMS originating site restriction and extended the expansion of telehealth access. This exception is effective through Sept. 30, 2021, for in-network providers. For out-of-network providers, this exception was applicable through July 24, 2020. After these dates, telehealth is covered according to the member's benefit plan and Optum's standard telehealth/telemedicine reimbursement policy. Optum's Reimbursement Policies can be found on the Optum Reimbursement Policies page.	<ul style="list-style-type: none"> • Optum has temporarily expanded its provisions around telehealth services to make it easier for UnitedHealthcare members to connect with their behavioral health provider during the COVID-19 public health emergency • Optum has waived the Centers for Medicare & Medicaid Services (CMS) originating site restriction and extended the expansion of telehealth access for UnitedHealthcare Medicare Advantage, Medicaid and commercial members in accordance with the time frames shown in the appropriate columns



*This date is subject to change based on direction from CMS. **Medicaid state-specific rules and other state requirements may apply. For Medicaid and other state-specific requirements, please refer to your state-specific website or your state's [UnitedHealthcare Community Plan website](#), if applicable. If no state guidance was provided, telehealth expansion ended June 18, 2020. ***State variations and requirements may apply. Changes apply to Individual and fully insured Group Market health plans. Implementation for self-funded customers may vary. See [UHCprovider.com/covid19](#) for more details.

Current telehealth expansion and coverage (cont.)

Program or benefit scenario	Medicare Advantage*	Medicaid**	Individual and fully insured Group Market health plans***	Additional details
Virtual Check-Ins	Covered per Medicare guidelines.	State requirements apply. Please refer to your state's COVID-19-specific website for more information.	<p>COVID-19</p> <p>In-network testing and treatment: As of Jan. 1, 2021, UnitedHealthcare is reimbursing in-network telehealth services as outlined in our telehealth/telemedicine reimbursement policy.</p> <p>Out-of-network COVID-19 testing: UnitedHealthcare has extended the expansion of telehealth access for COVID-19 testing through the national public health emergency period, currently scheduled to end Oct. 17, 2021.</p> <p>Out-of-network COVID-19 treatment: As of Oct. 23, 2020, out-of-network telehealth services for COVID-19 treatment are covered according to the member's benefit plan and the UnitedHealthcare standard telehealth/telemedicine reimbursement policy.</p> <p>Non-COVID-19</p> <p>In network: As of Jan. 1, 2021, UnitedHealthcare is reimbursing in-network telehealth services as outlined in our telehealth/telemedicine reimbursement policy.</p> <p>Out-of-network: As of July 25, 2020, out-of-network telehealth services are covered according to the member's benefit plan and the UnitedHealthcare standard telehealth/telemedicine reimbursement policy.</p>	<ul style="list-style-type: none"> • UnitedHealthcare will reimburse providers when they have a brief communication using a technology-based service with a member, using HCPCS codes G2010 or G2012 • Beginning Jan. 1, 2021, HCPCS codes G2250, G2251 and G2252 will be available CMS codes
Electronic Visits (e-visits)	Covered per Medicare guidelines.	State requirements apply. Please refer to your state's COVID-19-specific website for more information.	E-visits will be covered according to the member's benefit plan and the UnitedHealthcare standard telehealth/telemedicine reimbursement policy .	<ul style="list-style-type: none"> • UnitedHealthcare will reimburse providers when members communicate with their doctors using online patient portals, using CPT® codes 99421–99423 and 98970–98972 • For these e-visits, the member must generate the initial inquiry, and communications can occur over a 7-day period



*This date is subject to change, based on direction from CMS. ** Medicaid state-specific rules and other state requirements may apply. For Medicaid and other state-specific requirements, please refer to your state-specific website or your state's [UnitedHealthcare Community Plan website](#), if applicable. If no state guidance was provided, telehealth expansion ended June 18, 2020. ***State variations and requirements may apply. Changes apply to Individual and fully insured Group Market health plans. Implementation for self-funded customers may vary. See [UHCprovider.com/covid19](#) for more details.

Current telehealth expansion and coverage (cont.)

Program or benefit scenario	Medicare Advantage*	Medicaid**	Individual and fully insured Group Market health plans***	Additional details
Remote Patient Monitoring	Covered per Medicare guidelines.	State requirements apply. Please refer to your state's COVID-19-specific website for more information.	No telehealth expansion provisions are currently in effect. UnitedHealthcare is reimbursing telehealth services for remote patient monitoring according to the member's benefit plan and as outlined in our telehealth/telemedicine reimbursement policy .	<ul style="list-style-type: none"> UnitedHealthcare follows CMS guidelines and considers digitally stored data services or remote physiologic monitoring services reported with CPT® codes 99453, 99454, 99457, 99458, 99473, 99474 and 99091 eligible for reimbursement, according to the CMS Physician Fee Schedule
Chiropractic Therapy	Beginning Jan. 1, 2021, any originating site requirements outlined under Original Medicare will apply for both in-network and out-of-network providers.	State requirements apply. Please refer to your state's COVID-19-specific website for more information.	No telehealth expansion provisions are currently in effect. UnitedHealthcare is reimbursing telehealth services for chiropractic therapy according to the member's benefit plan and as outlined in our telehealth/telemedicine reimbursement policy .	
Hospice	Not applicable.	State requirements apply. Please refer to your state's COVID-19-specific website for more information.	No telehealth expansion provisions are currently in effect. UnitedHealthcare is reimbursing telehealth services for hospice according to the member's benefit plan and as outlined in our telehealth/telemedicine reimbursement policy .	<ul style="list-style-type: none"> UnitedHealthcare will reimburse services provided by hospice agencies for routine home care when rendered using interactive audio-video technology



*This date is subject to change, based on direction from CMS. **Medicaid state-specific rules and other state requirements may apply. For Medicaid and other state-specific requirements, please refer to your state-specific website or your state's [UnitedHealthcare Community Plan website](#), if applicable. If no state guidance was provided, telehealth expansion ended June 18, 2020. ***State variations and requirements may apply. Changes apply to Individual and fully insured Group Market health plans. Implementation for self-funded customers may vary. See [UHCprovider.com/covid19](#) for more details.

Current telehealth expansion and coverage (cont.)

Program or benefit scenario	Medicare Advantage*	Medicaid**	Individual and fully insured Group Market health plans***
Home Health	<p>COVID-19 and Non-COVID-19 For in- and out-of-network providers, UnitedHealthcare will extend the expansion of telehealth access through the national public health emergency period, currently scheduled to end Oct. 17, 2021.</p> <p>Services must be performed using live, interactive audio-video while the patient is at home or a CMS originating site.</p>	<p>State requirements apply. Please refer to your state's COVID-19-specific website for more information.</p>	<p>COVID-19 and Non-COVID-19 In-network testing and treatment: No telehealth expansion provisions for in-network COVID-19 services are currently in effect. As of Jan. 1, 2021, UnitedHealthcare is reimbursing in-network telehealth services as outlined in current CMS guidelines, and additional codes as outlined in our telehealth/telemedicine reimbursement policy.</p> <p>COVID-19 Out-of-network COVID-19 testing: For out-of-network providers, UnitedHealthcare will extend the expansion of telehealth access for COVID-19 testing through the national public health emergency period, currently scheduled to end Oct. 17, 2021. Services must be performed using live, interactive audio-video while the patient is at home or a CMS originating site.</p> <p>Out-of-network COVID-19 treatment: No telehealth expansion provisions for out-of-network COVID-19 treatment are currently in effect. UnitedHealthcare is reimbursing telehealth services out-of-network home health therapy according to the member's benefit plan and as outlined in our telehealth/telemedicine reimbursement policy.</p>



*This date is subject to change, based on direction from CMS. **Medicaid state-specific rules and other state requirements may apply. For Medicaid and other state-specific requirements, please refer to your state-specific website or your state's [UnitedHealthcare Community Plan website](#), if applicable. If no state guidance was provided, telehealth expansion ended June 18, 2020. ***State variations and requirements may apply. Changes apply to Individual and fully insured Group Market health plans. Implementation for self-funded customers may vary. See [UHCprovider.com/covid19](#) for more details.

Current telehealth expansion and coverage (cont.)

Program or benefit scenario	Medicare Advantage*	Medicaid**	Individual and fully insured Group Market health plans***
Dental Vision Hearing	<p>As of Jan. 1, 2021, through the national public health emergency period, currently scheduled to end Oct. 17, 2021, UnitedHealthcare will cover all in-network and out-of-network telehealth services as outlined in the current CMS guidelines. Member benefit plan terms will apply.</p>	<p>State requirements apply. Please refer to your state's COVID-19-specific website for more information.</p>	<p><u>COVID-19</u> <u>In-network testing and treatment:</u> Beginning Jan. 1, 2021, through the national public health emergency period, currently scheduled to end Oct. 17, 2021, UnitedHealthcare is reimbursing in-network telehealth services, including originating site requirements, for COVID-19 testing and treatment in accordance with the member's benefit plan.</p> <p><u>Out-of-network COVID-19 testing:</u> UnitedHealthcare is extending the expansion of telehealth access for COVID-19 testing through the national public health emergency period, currently scheduled to end Oct. 17, 2021.</p> <p><u>Out-of-network COVID-19 treatment:</u> No telehealth expansion provisions are currently in effect. UnitedHealthcare is reimbursing out-of-network telehealth services according to the member's benefit plan.</p> <p><u>Non-COVID-19</u> No telehealth expansion provisions are currently in effect. UnitedHealthcare is reimbursing telehealth services for non-COVID-19 services according to the member's benefit plan, whether that treatment is provided by an in- or out-of-network provider.</p>



*This date is subject to change based on direction from CMS. **Medicaid state-specific rules and other state requirements may apply. For Medicaid and other state-specific requirements, please refer to your state-specific website or your state's [UnitedHealthcare Community Plan website](#), if applicable. If no state guidance was provided, telehealth expansion ended June 18, 2020. ***State variations and requirements may apply. Changes apply to Individual and fully insured Group Market health plans. Implementation for self-funded customers may vary. See UHCprovider.com/covid19 for more details.

Current timely filing and prescription refill provisions

Program or benefit scenario	Health plan*	Date details	Additional details
Timely filing extensions	Individual and Group Market health plans	UnitedHealthcare is following the IRS/DOL regulation related to the national emergency declared by the President. This regulation pauses the timely filing requirements clock for claims that would have exceeded the filing limitation during the national emergency period that began on March 1, 2020.*	<ul style="list-style-type: none"> Timely filing requirements have been extended an additional 60 days following the last day of the national emergency period.** This regulatory guidance has been issued by the IRS and the U.S. Department of Labor (Employee Benefits Security Administration). Our standard timely filing requirements apply to claims that exceeded requirements prior to the national emergency period**
Timely filing extensions	Medicare Advantage and Medicaid plans	UnitedHealthcare is following standard timely filing requirements.	<ul style="list-style-type: none"> If the Centers for Medicare & Medicaid Services (CMS) issues further guidance on timely filing, UnitedHealthcare will adhere to that guidance Our standard timely filing requirements apply to claims that exceeded requirements prior to the national emergency period** Medicaid state-specific rules and other state requirements may apply. For Medicaid and other state-specific requirements, please refer to your state-specific website.



* State variations and requirements may apply during this time. Changes apply to Individual and fully insured Group Market health plans. Implementation for self-funded customers may vary. Medicaid state-specific rules and other state requirements may apply. For Medicaid and other state-specific requirements, please refer to your state-specific website or your state's [UnitedHealthcare Community Plan website](#), if applicable. See [UHCprovider.com/covid19](https://www.uhcprovider.com/covid19) for more details. **The national emergency, as declared by President Trump, is distinct from the national public health emergency declared by the U.S. Department of Health and Human Services.

Current referrals and provisional credentialing provisions

Program or benefit scenario	Health plan*	Date details	Additional details
Referrals	Medicare Advantage	From March 1, 2020, through the national public health emergency period, currently scheduled to end Oct. 17, 2021.	<ul style="list-style-type: none"> UnitedHealthcare will not enforce referral requirements for Medicare Advantage plans during the national public health emergency period
	Medicaid	Not applicable.	<ul style="list-style-type: none"> Consistent with existing policy, members do not need a referral for emergency care Note that Florida, Maryland and Rhode Island have state requirements for referrals The latest advisories, updates and process changes from state health plans can be found on the UnitedHealthcare Community Plan pages, where you'll also find links to each state's resources
	Individual and Group Market health plans	Not applicable.	<ul style="list-style-type: none"> Consistent with existing policy, members do not need a referral for emergency care. All other standard referral requirements continue to apply.
Provisional credentialing	Medicare Advantage, Medicaid and Individual and Group Market health plans	Beginning July 1, 2021	<ul style="list-style-type: none"> Standard credentialing and recredentialing process and policies resume. These are consistent with National Council on Quality Assurance (NCQA) standards, as well as any specific state and federal regulations for participation in Medicare and Medicaid programs. Some states may have additional requirements as part of the credentialing and recredentialing process. Any temporary changes that were put in place to support practices and facilities from March 19, 2020 through June 30, 2021 will no longer apply. For more information on standard credentialing requirements, visit our Join the Network pages and review these Frequently Asked Questions.



* State variations and requirements may apply during this time. Changes apply to Individual and fully insured Group Market health plans. Implementation for self-funded customers may vary. Medicaid state-specific rules and other state requirements may apply. For Medicaid and other state-specific requirements, please refer to your state-specific website or your state's [UnitedHealthcare Community Plan website](#), if applicable. See [UHCprovider.com/covid19](https://www.uhcprovider.com/covid19) for more details.

Current prior authorization provisions

Program or benefit scenario	Health plan*	Date details	Additional details
Diagnostic radiology for COVID-19 testing and testing-related services (diagnostic imaging)	Medicaid and Individual and Group Market health plans* No notice is necessary for Medicare	Prior authorization is not required through the national public health emergency period, currently scheduled to end Oct. 17, 2021.	<ul style="list-style-type: none"> Providers are asked to submit a notification for CPT® codes 71250, 71260, 71720 for members with a COVID-19 diagnosis or suspected diagnosis
Durable medical equipment, prosthetics, orthotics and supplies (DMEPOS)	Medicare Advantage, Medicaid and Individual and Group Market health plan members*	Normal prior authorization requirements are in effect. Any temporary changes to these requirements that UnitedHealthcare may choose to put in place will be communicated directly to the impacted geographies and/or facilities.	
Medical, behavioral health and dental services – Extensions of existing prior authorizations	Medicare Advantage, Medicaid and Individual and Group Market health plans*	Normal prior authorization requirements are in effect. Any temporary changes to these requirements that UnitedHealthcare may choose to put in place will be communicated directly to the impacted geographies and/or facilities.	
Post-acute care admission, site of service reviews and transfers to a new provider	Medicare Advantage, Medicaid and Individual and Group Market health plans*	Normal prior authorization requirements are in effect. Any temporary changes to these requirements that UnitedHealthcare may choose to put in place will be communicated directly to the impacted geographies and/or facilities.	



* State variations and requirements may apply during this time. Changes apply to Individual and fully insured Group Market health plans. Implementation for self-funded customers may vary. Medicaid state-specific rules and other state requirements may apply. For Medicaid and other state-specific requirements, please refer to your state-specific website or your state's UnitedHealthcare Community Plan website, if applicable. See [UHCprovider.com/covid19](https://www.uhcprovider.com/covid19) for more details.

Appendix – Previous temporary business provisions

The following pages outline temporary program provisions and/or suspensions that UnitedHealthcare implemented in response to COVID-19.

All of these provisions and suspensions are no longer in effect. The information is included here simply for your reference.



Expired cost share waivers – Treatment

(copays, coinsurance and deductibles)

Program or benefit scenario	Medicare Advantage	Medicaid	Individual and Group Market fully insured health plans	Additional details
COVID-19 treatment	From Feb. 4, 2020, through March 31, 2021, UnitedHealthcare waived cost share (copay, coinsurance or deductible) for in-network and out-of-network services. This included telehealth, inpatient and outpatient COVID-19 treatment.	State requirements may have applied. Please refer to your state's COVID-19-specific website for more information.	<p>In network</p> <ul style="list-style-type: none"> From Feb. 4, 2020, through Oct. 22, 2020, UnitedHealthcare waived cost share (copay, coinsurance or deductible) for in-network and out-of-network services From Oct. 23, 2020, through Dec. 31, 2020, UnitedHealthcare waived cost share for in-network services for inpatient and outpatient COVID-19 treatment From Jan. 1, 2021, through Jan. 31, 2021, UnitedHealthcare waived cost share for COVID-19 inpatient treatment at in-network facilities. (This includes UnitedHealthcare Individual Exchange health plans.) For inpatient admissions that begin before Jan. 31, 2021, cost share is waived until the patient is discharged. Beginning Feb. 1, 2021, cost share is adjudicated in accordance with the member's benefit plan <p>Out of network</p> <ul style="list-style-type: none"> From Feb. 4, 2020, through Oct. 22, 2020, UnitedHealthcare waived cost share for in-network and out-of-network services As of Oct. 23, 2020, out-of-network coverage is determined by the member's benefit plan <p>Implementation for self-funded customers may have varied.</p>	<ul style="list-style-type: none"> Treatment must be for a COVID-19 diagnosis with an appropriate admission or diagnosis code Applies to observation stays, inpatient hospital episodes, acute inpatient rehab, long-term acute care and skilled nursing facilities This applies to remdesivir and convalescent plasma administered consistent with Food and Drug Administration (FDA) authorizations for emergency use. See below for additional detail on monoclonal antibody treatment.
Monoclonal antibody treatment	Not applicable.	Not applicable.	UnitedHealthcare waived cost share (copay, coinsurance or deductible) for the administration (intravenous infusion) of monoclonal antibodies for in-network providers in outpatient settings from Nov. 24, 2020, through March 31, 2021.	<p>FDA-authorized treatments</p> <p>Bamlanivimab:</p> <ul style="list-style-type: none"> HCPCS code: Q0239 Administration code: M0239 <p>Casirivimab + Imdevimab:</p> <ul style="list-style-type: none"> HCPCS code: Q0243 Administration code: M0243



State variations and requirements may apply during this time. Changes apply to Individual and fully insured Group Market health plans. Implementation for self-funded customers may vary. Medicaid state-specific rules and other state requirements may apply. For Medicaid and other state-specific requirements, please refer to your state-specific website or your state's UnitedHealthcare Community Plan website, if applicable. See [UHCprovider.com/covid19](https://www.uhcprovider.com/covid19) for more details. Dates are subject to change, based on the national public health emergency provisions.

Expired cost share waivers – Transportation (copays, coinsurance and deductibles)

Program or benefit scenario	Medicare Advantage	Medicaid	Individual and Group Market fully insured health plans
Transportation	No cost share waivers have been enacted by UnitedHealthcare due to COVID-19. Coverage and cost share has been adjudicated in accordance with the member's health plan.	No cost share waivers have been enacted by UnitedHealthcare due to COVID-19. State requirements may have applied. Please check your state-specific website.	<p>From Feb. 4, 2020, through Dec. 31, 2020, UnitedHealthcare waived cost share for:</p> <ul style="list-style-type: none"> Emergency and medically necessary non-emergency ground ambulance transportation for COVID-19-related services Ground transportation from facility to facility (acute to acute or acute to post-acute) for patients with a positive COVID-19 diagnosis <p>From Jan. 1, 2021, through Jan. 31, 2021, UnitedHealthcare waived cost share for emergency ground transportation that resulted in an inpatient admission for COVID-19 treatment at an in-network facility.</p>

Expired cost share waivers – Medicare Advantage professional services (copays, coinsurance and deductibles)

Program or benefit scenario	Health plan*	Date details	Additional details
Primary care professional services	Medicare Advantage	From Oct. 1, 2020, through Dec. 31, 2020, UnitedHealthcare waived cost share for primary care office-based professional services and primary care telehealth services.	<ul style="list-style-type: none"> This applied to in-network and covered out-of-network COVID-19 and non-COVID-19 services Urgent care and emergency room care copays were not waived
Office-based professional services	Medicare Advantage	From May 11, 2020, through Sept. 30, 2020, UnitedHealthcare waived cost share for all office-based professional services and telehealth services performed by both primary care physicians and specialists in certain categories only.	

Expired provisional credentialing provisions

Program or benefit scenario	Health plan*	Date details	Additional details
Provisional credentialing	Medicare Advantage, Medicaid and Individual and Group Market health plans	<p>From March 19, 2020 through June 30, 2021, in accordance with National Committee for Quality Assurance (NCQA) guidelines.</p> <p>Provisional Credentialing Requirements:</p> <ul style="list-style-type: none"> • Receipt of a completed application with a current attestation • Primary source verification of a current, valid license to practice • Review of malpractice history • Evidence of adequate professional liability insurance • Completion of the full credentialing process within 180 calendar days from when provisional credentialing was granted 	<p>UnitedHealthcare temporarily updated its credentialing policies and processes to help health care professionals go through the credentialing and contracting process more quickly, and to allow more time to complete recredentialing activities. The temporary provisions included:</p> <ul style="list-style-type: none"> • Provisional Credentialing: Implemented provisional credentialing for out-of-network, licensed independent practitioners who wanted to participate in one or more of our networks. The full credentialing process was then completed within 180 calendar days from when provisional credentialing was granted. <ul style="list-style-type: none"> • Care providers were required to check with the applicable professional licensing boards for guidelines on where they were able to practice during the COVID-19 health emergency. • Practitioners who came out of retirement to assist during staffing shortages needed to complete the provisional credentialing process. • Practitioners who were acting as Locum Tenens or practicing solely in a hospital setting did not require credentialing. • For practitioners who were already credentialed, we did not require additional credentialing to practice in a new location. This is because credentialing occurs at the practitioner level not at a location level. • Site visit requirements were waived for health care practitioners and facilities. We tracked all practitioners and facilities that were approved without a site visit to determine whether a visit will be required at a later time. If a site visit is needed, they will be contacted. • Facilities: For participating facilities that opened a new site, we did not require additional credentialing. For non-participating facilities seeking participation, we required credentialing but waived a site visit, if required. • Recredentialing Extension: The recredentialing cycle was extended by 2 months, to 38 months instead of 36, to allow practitioners additional time to respond to requests. • Delegated Credentialing Entities: These organizations were strongly encouraged to implement a provisional credentialing process similar to UnitedHealthcare's temporary process and policy changes.



* State variations and requirements may apply during this time. Changes apply to Individual and fully insured Group Market health plans. Implementation for self-funded customers may vary. Medicaid state-specific rules and other state requirements may apply. For Medicaid and other state-specific requirements, please refer to your state-specific website or your state's [UnitedHealthcare Community Plan website](https://www.unitedhealthcare.com/community-plan-website), if applicable. See [UHCprovider.com/covid19](https://www.uhcprovider.com/covid19) for more details.

Resources

- Find the latest UnitedHealthcare COVID-19-related resources at UHCprovider.com/covid19
- Learn more about our reimbursement policies at UHCprovider.com/policies



For the most recent updates on COVID-19,
visit the [CDC](https://www.cdc.gov) and [World Health Organization](https://www.who.int).

CPT® is a registered trademark of the American Medical Association.

Information provided by the American Medical Association does not dictate payer reimbursement policy and does not substitute for the professional judgment of the practitioner performing a procedure, who remains responsible for correct coding.

PCA-1-21-02686--UHN-WEB_07202021

© 2021 United HealthCare Services, Inc. All Rights Reserved.

