Dear Valued Provider,

We appreciate your partnership over the past several days as we looked for ways to increase members’ access to telehealth and to help you continue to provide quality behavioral health services to your patients during this unprecedented time.

To mitigate the spread of COVID-19, Beacon is committed to enabling Members to remain in their homes to reduce exposure and transmission, and to preserve health system capacity for the duration of this public health emergency consistent with governmental mandates. Beacon will permit providers to deliver clinically appropriate, medically necessary covered services to Members via telephone or telehealth (secure live video conferencing). Moreover, Beacon strongly encourages providers to utilize this increased telehealth flexibility to maximize the number of services provided by telephone or telehealth.

The following changes are effective immediately (until further notice) for providers serving Beacon members:

**Attestation (New Telehealth providers)**

- Beacon is not requiring any contract adjustments or signed attestation to provide services to Beacon members at this time.

**Acceptable Modalities**

- The U.S. Department of Health and Human Services (HHS) Office for Civil Rights (OCR) Notification of Enforcement Discretion has stated that it will not be enforcing HIPAA compliance for good faith telehealth remote communications using non-public facing audio or visual products, such as FaceTime and Skype, during the COVID-19 nationwide public health emergency. Use of public facing audio or visual products, such as Facebook Live and Tik Toc, for telehealth remote communications are still prohibited by HIPAA and the OCR. OCR’s notice can be found at https://www.hhs.gov/hipaa/for-professionals/special-topics/emergency-preparedness/notification-enforcement-discretion-telehealth/index.html

- Provided telehealth services are covered by a specific member’s Plan, Beacon will allow reimbursement for covered services delivered through telephone or telehealth so long as such services are clinically appropriate. Providers are reminded, however, that state confidentiality may still apply.

- If you are unsure about coverage please call our National Provider Service Line

- Providers are encouraged to use appropriate HIPAA compliant telehealth platforms to communicate with individuals. When leveraging widely available communication apps, such as FaceTime or Skype, to the extent feasible, ensure the same rights to confidentiality and security as provided in face-to-face services. Providers must inform members of any relevant privacy considerations.

**Documentation of Services**

- Clinical documentation for telehealth services is the same as face to face documentation for services.

The situation with COVID-19 is very dynamic, we will continue to monitor developments and review our policies each week as we have new information.

Our focus remains on supporting our providers, customers and members during the COVID-19 pandemic. Because of the fluid nature of the situation we will continue to adjust our policies and procedures and provide updates to you as necessary.

Thank you for your ongoing dedication to supporting individuals as we navigate this situation.

Sincerely,

Provider Relations