



## Network Notification

**Notice Date:** March 30, 2020  
**To:** Indiana Medicaid Providers  
**From:** CareSource  
**Subject:** COVID-19: Temporary Telehealth Services  
**Effective Date:** March 1, 2020

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### Summary

The purpose of this communication is to advise that in response to the COVID-19 State of Emergency, the Indiana Health Coverage Programs (IHCP) enrolled providers may utilize telehealth to render services to members through the duration of the [Declaration of Public Health Emergency for Coronavirus Disease 2019 Outbreak](#). As stated in the [Indiana Health Coverage Programs Bulletin BT202022](#), telemedicine services may be provided using any technology that allows for real-time, interactive consultation between the provider and the patient. This includes, but is not limited to, the use of computers, phones or television monitors. This policy includes voice-only communication, but does not include the use of non-voice communication such as emails or text messages. This expansion of allowable forms of telecommunication for telemedicine services is due to the federal waiver of certain Health Insurance Portability and Accountability Act (HIPAA) requirements in response to the current national emergency and is subject to change based on federal policy and guidance.

### Impact

All participating providers, during this time, will **not** be limited to coverage of telehealth services that are on the current [Telemedicine Services published code set](#). In order for claims to process appropriately, please submit claims according to the guidance outlined in the [Indiana Health Coverage Programs Bulletin BT202022](#). CareSource will follow all published regulatory guidance in regards to non-participating providers who render telehealth services.

**Please note:** The following provider types and services may **not** be reimbursed for telemedicine: surgical procedures, radiological services, laboratory services, anesthesia services, audiological services, chiropractor services, care coordination without the member present, durable medical equipment (DME)/home medical equipment (HME) providers, and provider-to-provider consultation.

### Importance

Given that COVID-19 is a communicable disease, CareSource members are encouraged to utilize telehealth services when available.

**Please note:** CareSource reserves the right to implement and revoke this policy without the state specific contractual notification requirements for a change in policy that is normally required. This would apply both for the effective date as well as for the withdrawal of the policy due to the urgent and emergent nature of the COVID-19 pandemic.

### Questions?

If you have questions in regards to codes and billing, please refer to the [Indiana Health Coverage Programs Bulletin BT202022](#).

For all other questions, please contact CareSource Provider Services at **1-844-607-2831**. Our hours of operation are 8 a.m. to 8 p.m. Eastern time.