

From: Independence <provcomm.ibx@comm.ibx.com>

Subject: Independence Announcement – Telemedicine reimbursement update



from Provider Communications

## PROVIDER BULLETIN

#04-2022

**TO:** Participating providers  
**FROM:** Paul Staudenmeier  
Senior Vice-President, Total Value Contracting & Reimbursement  
**DATE:** March 1, 2022  
**SUBJECT:** Telemedicine reimbursement rate update

Effective June 1, 2022, Independence will update its reimbursement rate for Telemedicine Services.

When the medical services listed in [Medical Policy #00.10.41j: Telemedicine Services](#) are performed through telemedicine by an Independence participating professional provider, reimbursement for the medical service will be at 85 percent of the provider allowance, subject to the specific terms and conditions of the participation agreement.

**The reimbursement change does not apply to telemedicine for Medicare Advantage members or behavioral health services.**

We view telemedicine as a complement to, not a replacement for, in-office services. It is not designed for all care. We hope that you will continue to work with your patients on treatment plans, using telemedicine when it is appropriate. We strive to develop policies that get patients the right care at the right time and place.

To learn more about the policy, including the eligible services, communication modes, capitation, and billing codes, please read [Medical Policy #00.10.41j: Telemedicine Services](#).

If you have questions about this bulletin, please contact your Independence Contract Manager or email [ibxtelemedicine@ibx.com](mailto:ibxtelemedicine@ibx.com).

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