



from Provider Communications

PROVIDER BULLETIN
#07-2023

TO: Participating providers
FROM: Paul Staudenmeier
Senior Vice-President, Total Value Contracting & Reimbursement
DATE: March 31, 2023
SUBJECT: Medicare Advantage telehealth reimbursement rate update

Effective June 1, 2023, Independence Blue Cross (Independence) will update its reimbursement rate for physical health telehealth services for its Medicare Advantage members.

When the physical health services listed in [Telehealth Services for Medicare Advantage Members](#) are performed through telehealth by an Independence-participating professional provider, reimbursement for the physical health 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 behavioral health services.

We view telehealth 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 telehealth 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 eligible services, communication modes, capitation, and billing codes, please read [Telehealth Services for Medicare Advantage Members](#).

If you have questions about this bulletin, please contact your Independence Contract Manager or email ibxtelemedicine@ibx.com.

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