
COVID-19: Telemedicine expansion

Given that COVID-19 is a communicable disease, patients are encouraged to utilize Telemedicine as much as possible instead of going in to their provider's office. As a part of Sanford Health Plan, all Members have access to Telemedicine services and we are strongly encouraging their use at this time.

As part of our pledge to help Members receive suitable access to needed health care services, we are now offering all expanded Telemedicine services at no cost-share to the Member. All e-visits, video visits, and telehealth visits are covered for the Member at 100% when received from a participating provider. This coverage is applied to all Sanford Health Plan's fully-insured product line.

Common Questions

1. **Does this include all services, even those not related to COVID-19?**

Yes, all services are eligible for coverage regardless of diagnosis.

2. **Is all cost-share waived during this time?**

Yes, all visits are covered at 100%.

3. **Will reimbursement for Telemedicine visits where the patient is at home be the same as an in-person visit?**

No, providers will still be paid according to their current reimbursement schedule. Sanford Health Plan will reimburse claims when coding according to accepted standards adopted by the National Center for Health Statistics, the American Health Information Management Association, the American Hospital Association and the Centers for Medicare & Medicaid Expansion.

4. **Can providers utilize FaceTime to perform services?**

Providers are responsible for their compliance with HIPAA and other requirements to protect patient privacy and safety. As long as HSS and OCR are not monitoring for or enforcing HIPAA compliance, Sanford Health Plan will cover telemedicine services in accordance with what is allowable for the duration of the COVID-19 public health emergency.

5. **Does this include phone conversations with patients?**

Yes, audio-only to audio-only is covered at no cost to the Member.

6. **Does the provider have to be licensed in the state they are providing telemedicine services?**

Every provider must be licensed and in good standing in the state they are providing telemedicine services unless and until further guidance is issued. At this time, North Dakota recipients of telemedicine services do not need to receive telemedicine services from a North Dakota-licensed provider if the provider is in good stand and is recognized as having a valid license to practice medicine somewhere in the United States.

If you have any questions, please contact Provider Relations at 1-800-601-5086 or providerrelations@sanfordhealth.org.

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