

Update to Neighborhood's Telemedicine/Telephone Services Policy

November 1, 2023

Neighborhood Health Plan of Rhode Island (Neighborhood) is informing providers of several important updates to the [current Telemedicine/Telephone Services Payment Policy](#). The changes, **effective January 1, 2024**, will align our policy with updates from the Centers for Medicare & Medicaid Services (CMS) and the State of Rhode Island's Executive Office of Health and Human Services (EOHHS), following the conclusion of the Public Health Emergency (PHE).

The updates, noted below, can be found in the [new Telemedicine/Telephone Services Payment Policy](#) which is **effective January 1, 2024**.

1. Telemedicine Codes:

- All codes within the telemedicine category have been reviewed. Codes that are included in CMS/EOHHS guidance remain while all others have been removed. Please refer to the updated coding grid.

2. Cost Share for CPTs 99211 and 99212:

- With the conclusion of the PHE, cost sharing for CPT codes 99211 and 99212 will no longer be waived for Commercial plans. Members will now be responsible for the associated cost share for these services, in accordance with their individual plan provisions.

Neighborhood encourages you to review the updated policy in detail to familiarize yourself with the changes.

For questions or additional information regarding these updates, please contact Provider Services at 1-800-963-1001 or visit Neighborhood's plan-specific [Prior Authorization Reference page](#) as well as the [Clinical Medical Policies page](#).

We appreciate your continued partnership and commitment to providing quality health care services to our members. Together, we can ensure that patients receive timely, effective, and compassionate care.