



To: TennCare Managed Care Organizations (MCOs)  
From: Stephen Smith, Director  
Date: February 4, 2021  
Subject: Extension of Telehealth and Telephonic Visits

Considering both the barriers that rural communities face and the impacts of the ongoing COVID-19 public emergency, **TennCare and TennCare's MCOs will extend their current telehealth coverage policies, including coverage of telephone only encounters, through June 30, 2021.** TennCare's telehealth coverage policies may be found at:

[TennCare COVID-19 Information Page](#)

TennCare has posted its telehealth policies specific to medical providers, behavioral health providers, and skilled therapy (PT/ST/OT) providers on TennCare's COVID-19 Information Page, and we encourage all providers to review TennCare's COVID-19 Information Page, as well as the MCOs' websites under the section, COVID-19 Provider Information:

[Amerigroup Tennessee Provider COVID-19 Information Website](#)

[BlueCare Tennessee Provider COVID-19 Information Website](#)

[UnitedHealthcare Community Plan Provider COVID-19 Information Website](#)

We hope that the passage of telehealth legislation and TennCare's extension of reimbursement of telephone only encounters will allow health care providers to continue to provide safe and effective care to our members during the COVID-19 public health emergency.

Each MCO should notify their contracted providers of TennCare's extension of current telehealth coverage policies through June 30, 2021.

We are grateful for your continued care of our TennCare members during these unprecedented times.