



To: TennCare Behavioral Health Providers  
From: Stephen Smith, Director  
Mary Shelton, Director, Behavioral Health Operations  
Date: December 16, 2020  
Subject: **Extension of Telephonic Visits for Behavioral Health Services and Treatment**

Thank you for all that you are doing to provide care to our TennCare members during the novel COVID-19 pandemic. TennCare and our health plans, Amerigroup, BlueCare Tennessee, UnitedHealthcare Community Plan, are fully committed to supporting our members to continue receiving the high-quality care they are accustomed.

On March 25, 2020, TennCare gave allowance for members or providers who do not have access to the technology required to conduct a video-enabled virtual session to be able to complete telephonic sessions in a member's home when that member has concerns about COVID-19.

On August 26, 2020 this allowance was extended to December 31, 2020.

**TennCare and TennCare's MCOs will extend the reimbursement of telephone only encounters for behavioral health services and treatment through March 31, 2021.**

Please use standard CPT/HCPCS and a Place of Service of 02 for both virtual visits and telephonic sessions to indicate the visit was conducted remotely. Documentation should identify the use of telehealth or telephonic sessions and the treatment format and include supporting documentation to reflect active treatment. Per standard practice, documentation is subject to review for medical necessity and appropriateness of care. Telehealth options that would permit actual visual connection with the member is preferred. TennCare's telehealth policies are available at:

[TennCare COVID-19 Information Page](#)

TennCare and TennCare's MCOs are developing a Telephonic Telehealth Program Description which will outline additional guidance and requirements.

As a reminder, you may find the most current telehealth coverage policies at each TennCare MCO's website under each MCO's COVID-19 Provider Information section:

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

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

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

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

Please contact Mary Shelton [mary.c.shelton@tn.gov](mailto:mary.c.shelton@tn.gov) with any questions about this memo.