

March 17, 2020

CareFirst Video Visit/Telemedicine/Telephone Coverage during the public health emergency

In hopes of removing treatment barriers members may have during this national state of emergency, CareFirst has instituted the following:

- For telemedicine accessed through a CareFirst Video Visit, copays, coinsurance, and deductibles will be waived for the duration of this public health emergency—including behavioral health, lactation support, nutrition counseling and urgent care services.
- For other provider sponsored telemedicine, CareFirst will continue to pay providers for those services, but members may be subject to copays, coinsurance or deductibles.
- For clinician staff of primary care, general practice, internal medicine, pediatrics, OBGYN and associated nurse practitioners, CareFirst will pay for telephone-only consultations during this public health emergency, with no member out-of-pocket cost.

If you have any questions, please contact your Account Executive.