



WellFirst Health™

Business Offices in  
St. Louis, MO & Madison, WI

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[wellfirstbenefits.com](http://wellfirstbenefits.com)

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Dear WellFirst Health Provider:

Thank you for providing high-quality services to our members during the rapidly-evolving novel coronavirus (COVID-19) public health emergency. We will release a notification every Thursday to keep you informed of new and updated interim COVID-19 health plan policies to support our members and you during this time. We will communicate urgent information quickly outside of these weekly notifications, should the need arise.

### **Waiver of Video Requirement and Expanded Services for Telehealth**

To accommodate Medicare beneficiaries who don't have access to or are hesitant to use the interactive audio-video technology required for telehealth services, the Centers for Medicare & Medicaid (CMS) is waiving the video requirement for certain telehealth services. WellFirst Health is adopting this waiver for all products during the public health emergency to allow members to receive these services via telephone (audio-only). The services that can be rendered via telephone have been added to CMS's [List of Medicare Telehealth Services](#).

In continued alignment with CMS guidance, bill these services with the Place of Service (POS) equal to what would have been billed if not for the public health emergency. Modifier 95 should be appended to indicate that the service rendered was actually performed via telehealth. Traditional telehealth services performed using an originating-site facility and distant-site practitioner should continue to be billed with POS 02.

### **Additional Health Plan Information**

For additional health plan information and previous provider communications, refer to our [COVID-19 provider information web page](#) link located at the top of all [wellfirstbenefits.com](http://wellfirstbenefits.com) web pages. Providers are encouraged to check our website regularly for new and updated information.

Please contact a WellFirst Health Provider Network Consultant at 314-994-6262 or [ProviderRelations@wellfirstbenefits.com](mailto:ProviderRelations@wellfirstbenefits.com).

Please contact your assigned Provider Network Consultant with any questions.

Thank you again for your continued care of our members.

Sincerely,

Loretta A. Lorenzen  
Vice President- Network Management & Contracting