United Behavioral Health: Waived Cost-Sharing for Members for in-network non COVID telehealth

The health of our members and the safety of those who deliver care are our top priorities. We’re taking action and providing resources to support our members and providers during this challenging time. This change in policy is effective until June 18, 2020, but we may extend that date as necessary and will communicate through all appropriate channels.

Starting March 31, 2020 until June 18, 2020, United Behavioral Health (dba Optum Behavioral Health) will waive cost-sharing for in-network, outpatient, behavioral health telehealth visits for members of Medicare Advantage, Medicaid and fully-insured Individual and Group market UnitedHealthcare (UHC) health plans. We will work with all health plans and self-funded customers who want us to implement a similar approach. Providers are encouraged to confirm member benefits and coverage provided by their health plan at the time of service due to the rapidly changing situation.

This updated policy applies to members of Medicare Advantage, Medicaid and Individual and Group market health plans issued by UnitedHealthcare. Providers that treat members of Medicare Advantage, Medicaid and fully-insured Individual and Group market health plans issued by UnitedHealthcare and administered by Optum Behavioral Health do not have to collect co-pays from fully insured UHC plan members effective March 31, 2020 through June 18, 2020. Again, please confirm the member’s benefits at the time of service due to the rapidly changing situation.

Out-of-Network member benefits and cost-sharing will apply, as applicable, according to plan terms. Check out the latest telehealth policy updates for behavioral health services, reimbursement and coding guidelines and member cost sharing updates and resources at our new COVID-19 Provider Hub on Provider Express here.

We’re listening.

We are monitoring the inquiries we’re receiving on an ongoing basis and working hard to answer your questions. We will be making daily updates to Provider Express here. Be sure to check back often for the latest information.