



Highmark Update from Sam Knapp, EdD PPA Director of Professional Affairs

March 20, 2020

I have been in contact with Highmark. Provider reps have been giving inaccurate information. Here is the response I received from Highmark last night (3.19.2020)

A provider can do telemedicine (must be audio and visual) there is NO member liability for these services for the next 90 days. Please direct providers to our Provider Resource Center- they can check back periodically this is where we will post all of our updates. Requirements have been relaxed for next 90 days, so please see links below.

Here's are links to the PRC, the Covid19 for providers topic, and the telemedicine /virtual visit info.

<https://hbs.highmarkprc.com/>

<https://hbs.highmarkprc.com/COVID-19/COVID-19-CORONAVIRUS-INFORMATION-FOR-PROVIDERS>

<https://hbs.highmarkprc.com/COVID-19/Telemedicine-and-Virtual-Visits>

There is no requirement that a patient has to use Amwell.

I have asked Highmark to address the misrepresentation issue.

Sam Knapp