

PROVIDER QUICK POINTS

PROVIDER INFORMATION



June 9, 2021

Audio-Only Telehealth Visits do not Meet Requirements for Risk Adjustment Face-to-Face Requirement

Per the Centers for Medicare & Medicaid Services (CMS), diagnoses resulting from telehealth services continue to meet the risk adjustment face-to-face requirement when the services are provided using interactive audio telecommunication simultaneously with video telecommunication to permit real-time interactive communication with the beneficiary.

Providers should ensure that video is used during a telehealth visit for any patient who will likely only interact with the provider annually. This approach will ensure that the patient's diagnoses can be used for risk adjustment.

Products Impacted

This information only applies to Medicare lines of business.

Questions?

If you have questions, please contact provider services at **(651) 662-5200** or **1-800-262-0820**.