

Blue Cross additions to audio only proposal

Identifying audio-only services for purposes of evaluating quality and outcomes

- (1) DFR, in consultation with stakeholders, shall modify the emergency rule in effect for telehealth, including audio-only care, to differentiate which claims are for audio-visual services and which are for audio-only services. The new regulation shall be for telehealth services beginning on January 1, 2022.

Consumer Protections

- (1) Prior to engaging in an audio-only visit that will be billed, a provider shall inform the patient of the cost of the visit. Nothing in this section shall require a provider to inform the patient about applicable cost-share under the patient's health insurance benefits.
- (2) Prior to engaging in an audio-only visit, a provider shall clearly notify the patient that they are entitled to an in-person visit or an audio-visual visit if the patient prefers these options. A provider will not require that a patient receive audio-only care.
- (3) A provider must provide timely care via all modalities, in-person, audio-visual and by telephone. A provider cannot delay timely care if a patient prefers an in-person visit instead of a telehealth visit.