

TEXAS TELEMEDICINE MEDICAL SERVICES AND TELEHEALTH SERVICES

Prudential Health does cover telehealth/telemedicine. Coverage for telehealth/telemedicine and in-person services are the same. This coverage is subject to the same terms, conditions, and limitations of Your Policy. Please refer to Your Policy for specific benefits covered. Please make sure providers provide proper CPT codes for telehealth/telemedicine when submitting claims.

Advice that is provided to you as telemedicine medical services or telehealth services and that otherwise is covered by your policy will not be excluded solely because the service is not provided through a face-to-face consultation.

Telemedicine medical service means a health care service initiated by a physician or provided by a health professional acting under physician delegation and supervision for purposes of patient assessment by a health professional, diagnosis or consultation by a physician, treatment, or the transfer of medical data, that requires the use of advanced telecommunications technology, other than by telephone or facsimile, including:

- A. compressed digital interactive video, audio, or data transmission;
- B. clinical data transmission using computer imaging by way of still-image capture; and
- C. other technology that facilitates access to health care services or medical specialty expertise.

Telehealth service means a health service, other than a telemedicine medical service, delivered by a licensed or certified health professional acting within the scope of the health professional's license or certification who does not perform a telemedicine medical service that requires the use of advanced telecommunications technology, other than by telephone or facsimile, including:

- A. compressed digital interactive video, audio, or data transmission;
- B. clinical data transmission using computer imaging by way of still-image capture and store and forward; and
- C. other technology that facilitates access to health care services or medical specialty expertise.