

| Payer | Link Title | Link |
|---|--|---|
| Aetna | Changes in Prior Authorization/Pre-certification and Admissions Protocols | https://www.aetna.com/content/dam/aetna/pdfs/aetnacorp/prior-authorization-notification.pdf |
| | COVID-19: Provider FAQs and Resources | https://www.aetna.com/health-care-professionals/provider-education-manuals/covid-faq.html |
| AllWays | Telemedicine Provider Payment Guidelines | https://resources.allwayshealthpartners.org/Provider/PPG/Telemedicine.pdf |
| | COVID-19 Commercial FAQ | https://info.allwayshealthpartners.org/covid19-faq |
| | Administrative Newsletter Archive | https://provider.allwayshealthpartners.org/administrative-newsletter-archive |
| | My Care Family COVID-19 FAQ | https://info.allwayshealthpartners.org/mashealth-covid19-faq |
| Anthem (BCBS of NH) | Telemedicine During the State of Emergency | https://cdn2.hubspot.net/hubfs/5977230/COVID19_telemedicine_policy.pdf |
| | Coronavirus Resource Center | https://go.allwayshealthpartners.org/coronavirus |
| | Provider Communications | https://providernews.anthem.com/new-hampshire |
| | Prior authorization and other policy adjustments | https://providernews.anthem.com/new-hampshire/article/important-covid-19-update-prior-authorization-and-other-policy-adjustments-9 |
| BCBS of MA | Information for Care Providers about COVID-19 | https://providernews.anthem.com/new-hampshire/article/information-from-anthem-for-care-providers-about-covid-19-updated-march-19-2020-2 |
| | Guidance for telehealth/telephonic care for Behavioral Health services | https://providernews.anthem.com/new-hampshire/article/information-from-anthem-for-care-providers-that-perform-aba-services-during-covid-19-7 |
| Beacon | COVID-19 Information | https://www.bluecrossma.com/Provider/covid-19/covid-19.html |
| BMC (Boston Medical Center) Health Net | Coronavirus Resource Center | https://home.bluecrossma.com/coronavirus |
| Cigna/Great West | Coronavirus and Your Mental Health | https://www.beaconhealthoptions.com/coronavirus |
| | COVID-19 Resources | https://www.bmchp.org/I-Am-A/Provider/COVID-19-Resources |
| Commonwealth Care Alliance (CCA) | Coronavirus Resource Center | https://www.cigna.com/individuals-families/health-wellness/topic-disaster-resource-center/coronavirus-public-resources |
| | Cigna Coronavirus (COVID-19) Interim Billing Guidance for Providers for Commercial Customers | https://static.cigna.com/assets/chcp/resourceLibrary/medicalResourcesList/medicalDoingBusinessWithCigna/medicalDbwcCOVID-19.html |
| Fallon Health | Coronavirus Updates | http://www.fchp.org/en/providers/criteria-policies-guidelines/payment-policies.aspx |
| Health New England (HNE) | Payment Policies | http://www.fchp.org/en/providers/criteria-policies-guidelines/payment-policies.aspx |
| | Information about coronavirus (COVID-19) | https://www.fchp.org/en/coronavirus.aspx |
| Harvard Pilgrim Health Care | Coronavirus Provider Update | http://hnetalk.com/provider/coronavirus-covid-19-provider-update/ |
| MassHealth | COVID-19 Information and Resources | https://www.harvardpilgrim.org/provider/news-center/covid-19-information-and-resources/ |
| | Coronavirus Information for Providers | https://www.harvardpilgrim.org/providers |
| | 2020 MassHealth provider bulletins | https://www.mass.gov/lists/2020-mashealth-provider-bulletins |
| | Provider publications | https://www.mass.gov/lists/provider-publications |
| Medicare | COVID-19 Public Health Guidance and Directives | https://www.mass.gov/info-details/covid-19-guidance-and-directives#health-care-professionals-&-organizations- |
| | Coronavirus Disease 2019 (COVID-19)—Provider Guidance | https://www.mass.gov/info-details/mashealth-coronavirus-disease-2019-covid-19-providers |
| | Current Emergencies | https://www.cms.gov/About-CMS/Agency-Information/EPRO/Current-Emergencies/Current-Emergencies-page |
| | COVID-19 Emergency Declaration Blanket Waivers for Health Care Providers | https://www.cms.gov/files/document/summary-covid-19-emergency-declaration-waivers.pdf |
| Optum (UBH) | Home Health Agencies: CMS Flexibilities to Fight COVID-19 | https://www.cms.gov/files/document/covid-home-health-agencies.pdf |
| | Physicians and Other Clinicians: CMS Flexibilities to Fight COVID-19 | https://www.cms.gov/files/document/covid-19-physicians-and-practitioners.pdf |
| Senior Whole Health | Coronavirus (COVID-19) Partner Toolkit | https://www.cms.gov/outreach-education/partner-resources/coronavirus-covid-19-partner-toolkit |
| Tricare/Humana Military | COVID-19 Updates | https://www.providerexpress.com/content/one-proveexpress/en/COVID-19_Provider_Updates.html |
| | Information Regarding Coronavirus (COVID-19) | https://www.seniorwholehealthma.com/for-providers-2/provider-materials/ |
| Tufts Health Plan - Commercial | Coronavirus Disease (COVID-19) information for providers | https://www.humanamilitary.com/coronavirus/provider |
| | Register to Attend an Informational Webinar on COVID-19 | https://tuftshealthplan.com/documents/providers/training/webinar-invite-covid-19 |
| Tufts Health Plan - Commercial Freedom Plan | Coronavirus (COVID-19) Updates for Providers | https://tuftshealthplan.com/provider/provider-information/coronavirus-updates-for-providers |
| | Coronavirus (COVID-19) Updates for Providers | https://thfp.com/providers/provider-information/coronavirus-updates-for-providers |
| Tufts Health Plan - Senior | Coronavirus (COVID-19) Updates for Providers | https://tuftshealthplan.com/provider/provider-information/coronavirus-updates-for-providers |
| | See Medicare | |
| Unicare/GIC Commonwealth Indemnity Plan | Provider Resources | https://www.unicarestateplan.com/ProviderHome.html |
| | Coronavirus: Your Health Is Our Priority | https://www.unicarestateplan.com/COVIDHome.html |
| UnitedHealthcare | COVID-19 Resource Center | https://www.uhc.com/health-and-wellness/health-topics/covid-19 |
| | Network Bulletin | https://www.uhcprovider.com/en/resource-library/news/network-news.html |
| | COVID-19 Telehealth Services | https://www.uhcprovider.com/en/resource-library/news/Novel-Coronavirus-COVID-19/covid19-telehealth-services.html |
| | Summary of COVID-19 Dates by Program | https://www.uhcprovider.com/content/dam/provider/docs/public/resources/news/2020/covid19/COVID-19-Date-Provision-Guide.pdf |
| | COVID-19 Testing, Treatment, Coding & Reimbursement | https://www.uhcprovider.com/en/resource-library/news/Novel-Coronavirus-COVID-19/covid19-testing.html |
| | COVID-19 Telehealth | https://www.uhcprovider.com/en/resource-library/news/Novel-Coronavirus-COVID-19/covid19-telehealth-services/covid19-telehealth-services-telehealth.html |
| | COVID-19 Prior Authorization and Ongoing Patient Care Updates | https://www.uhcprovider.com/en/resource-library/news/Novel-Coronavirus-COVID-19/pa-covid19-updates.html |
| US Family Health Plan | COVID-19 Testing and Testing-Related | https://www.uhcprovider.com/content/dam/provider/docs/public/resources/news/2020/covid19/UHC-COVID-19-Provider-Billing-Guidance.pdf |
| | COVID-19 Information & Resources | https://www.uhcprovider.com/en/resource-library/news/Novel-Coronavirus-COVID-19.html |
| Non-Payer Specific Resources | | Link |
| Experian Payer Alerts | Sign-up for Payer Alerts | https://www.mpv.com/app/WebObjects/PayerAlertsCovid19 |
| Behavioral Health Resource Hub | COVID-19 Mental Health Resource Hub | https://psychhub.com/covid-19/ |
| Massachusetts Medical Society | News and COVID-19 Updates | http://www.massmed.org/ |
| Massachusetts Health & Hospital Association | COVID-19 Webinars | https://www.mhalink.org/MHA/Education/COVID19Webinars/MHA/Education/External_COVID19_webinars.aspx |