



On January 1, 2022, we will return to pre-pandemic rates for telehealth services.

Dear Provider,

Since Governor Baker lifted the State of Emergency in June, AllWays Health Partners has been reviewing our COVID-19 policies and preparing to return to our pre-pandemic operations. We're writing to give you an update to our telemedicine payment policies. We will return to pre-pandemic rates for telehealth services on 1/1/2022. For dates of service beginning January 1, 2022, we will return to reimbursing at pre-pandemic rates for services rendered via telemedicine, with the exceptions of primary care, chronic care, and behavioral health. You can learn more by reviewing our [Telemedicine](#) and [COVID-19](#) payment policies. Please note that behavioral health services are managed by Optum, and you can find information about their policies on their [Provider Express portal](#).

As we revert back to pre-pandemic operations and policies, we make these changes in accordance with state law (Chapter 260) and related guidance. There will be no changes to the scope of services that are allowed via telemedicine, at this time. We will continue to communicate with you as more information becomes available.

If you have any additional questions, please contact Provider Services. Thank you for the care you provide to our members.

Best,

A handwritten signature in black ink that reads "Christine Murphy". The signature is written in a cursive, flowing style.

Christine Murphy
Vice President of Network Management