

## Virtual Visits to be Standard Benefit for Florida Blue Medicare Advantage Members

Starting Jan. 1, 2021, or when the federal public health emergency regarding Covid-19 ends, Florida Blue Medicare is expanding virtual health care coverage for Medicare Advantage (MA) members.

### What You Need to Know

The virtual visit options in the table below will be available to our MA members.

Florida Blue Medicare	
Type of Care	Provider
Urgent care Primary care Dermatology	<ul style="list-style-type: none"> <li>Teladoc</li> <li>A network provider who offers virtual care</li> </ul>
Behavioral health	<ul style="list-style-type: none"> <li>New Directions Behavioral Health offers doctor and non-doctor visits and treatment for substance abuse disorders</li> <li>Teladoc also offers some behavioral health services</li> <li>A network provider who offers virtual care</li> </ul>
Nutritional counseling	<ul style="list-style-type: none"> <li>Teladoc</li> <li>A network provider who offers virtual care</li> </ul>
Physical therapy Occupational therapy Speech therapy	<ul style="list-style-type: none"> <li>CareCentrix offers home-based therapy services</li> </ul>

### Here is additional information to help you:

- There is nothing you need to do regarding your contract
- Reimbursement will be based on the terms of your Florida Blue Medicare contract
- Claims will process like any other service if pre-defined CPT codes are billed
- We will not be identifying providers as virtual health providers in our online provider directories

### Restrictions Lifted During Pandemic

During the COVID-19 federal public health emergency, the Centers for Medicare & Medicaid Services (CMS) is waiving certain virtual health restrictions for Medicare Advantage plans allowing reimbursement for all providers, regardless of specialty, if pre-defined CPT codes are billed. You can find the CMS rules regarding telemedicine in this CMS [toolkit](#).