



MEMORANDUM

TO: Valued Preferred Administrators Providers

FROM: Preferred Administrators

DATE: April 28, 2023

RE: PHE Ends May 11, 2023/ Copays to Resume May 12, 2023 for

Telemedicine / Telehealth / Telephonic Services (Medical Services)

The Federal Public Health Emergency for COVID-19 is set to expire on May 11, 2023. Effective May 12, 2023, copays will resume for Telemedicine/Telehealth /Telephonic Services.

Telemedicine/ Telehealth/Telephonic Services

Providers in the Preferred Administrators Network can provide Telemedicine/Telehealth/Telephonic services for certain medical and behavioral health services to promote continuity of care for our members. These virtual services allow providers to continue treatment by utilizing telecommunications technology and are considered as an in-office visit.

Prior authorization is still required for services listed on the [Preferred Administrators Prior Authorization Flyer](#) even if conducted via telemedicine and telehealth.

Copays are applicable to telemedicine and telehealth services for Preferred Administrators members.

If you have any questions regarding this communication, please contact our Provider Relations team at 915-532-3778 or email us at ProviderRelationsDG@elpasohealth.com

Resources:

Preferred Administrators Prior Authorization Flyer
<http://www.preferredadmin.net/pdf/Pre-AuthFlyerTPA.pdf>