

# COVID-19 BENEFICIARY TELEMEDICINE FAQs

## Does TRICARE cover COVID-19 testing?

Beneficiaries suspected to have COVID-19 should be tested following [CDC guidelines](#), as TRICARE covers medically necessary and appropriate testing.

## What coverage is available for telemedicine?

TRICARE covers the use of interactive audio-visual technology to provide clinical consultations and office visits when appropriate and medically necessary. These services are subject to the same authorization requirements and include, but are not limited to:

- Clinical consultation
- Office visits
- Speech Therapy (ST), Occupational Therapy (OT) and Physical Therapy (PT) can now be provided via telemedicine. ST is approved for new and continuity of care. PT and OP are approved for continuity of care only. The care must meet [TRICARE requirements](#). Please follow our website for updated guidance.
- Telemental health (individual psychotherapy, psychiatric diagnostic interview examination and medication management)
- Audio-only visits are covered by TRICARE

## Who is eligible to receive telemedicine services?

All TRICARE-eligible beneficiaries (Active Duty Service Members (ADSM), Active Duty Family Members (ADFM), retirees and their family members enrolled in Prime or Select), with the exception of TRICARE for Life (TFL) are eligible to receive telemedicine services.

## Will there be copays or cost-shares?

During this stateside public health emergency, there will be no copayments or cost-shares.

## Do I need a referral?

Only ADSM will require a referral.

## Do I need to be an existing patient for a provider to conduct a telemedicine visit?

There is no stipulation in TRICARE policy that indicates services are for existing patients only. The exception would be for telemedicine would PT and OT as it is only

covered for continuity of care.

## OT/ST/PT were opened up temporarily for telemedicine; is there a projected end date, or how will we notify our providers when there is no longer an exemption?

Updated information will be posted to [TRICARE.mil](#)

## My provider wants to change my appointment from an in-person appointment to a telemedicine appointment. Is this covered?

Telemedicine visits are covered the same as regular office visits as long as your provider meets TRICARE policy requirements surrounding the delivery of telemedicine. Please refer to the [Telemedicine-ABA section](#) for details regarding temporary ABA provisions.

## Can a current referral for specialty care be used for telemedicine?

As long as the provider meets the following criteria: Video conferencing platforms used for telemedicine services must have the appropriate verification, confidentiality and security parameters necessary to meet the requirements of the Health Insurance Portability and Accountability Act (HIPAA). existing referrals will be honored.

## Will telephone consults be paid temporarily during COVID-19?

Yes. TRICARE now covers audio-only telemedicine services. This allows you to continue care with providers who may not usually use telemedicine.

## Is telemedicine for behavioral health only?

No, any provider can provide telemedicine. Please refer [Telemedicine ABA benefit update information](#) for details regarding temporary ABA provisions.

## How will I know if my provider offers telemedicine?

You will want to speak with your provider directly to confirm their telemedicine capabilities.

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## Is my home considered an originating site?

Yes

## How can I find a provider who offers telemedicine?

Humana Military's **Find Care tool** flags in-network providers with a green "Telemedicine" indicator.

## What is Doctor On Demand?

Doctor On Demand providers are a group of licensed physicians practicing within a group of independently-owned professional practices. They offer urgent care and behavioral health services (excluding tele-psychiatry).

Doctor On Demand is a pilot program, not currently available to Active Duty Service Members (ADSM).

## What is Telemynd?

Telemynd, through its wholly-owned subsidiary Arcadian Telepsychiatry, improves access to care with a national network of psychiatric providers and clinicians through a cloud-based system designed to deliver telemedicine.

Telemynd is only available in certain states at this time, but more are currently being added. Please contact Telemynd at [Telemynd.com/HumanaMilitary](https://www.telemynd.com/HumanaMilitary) or (866) 991-2103 for more information about your state.

## Telemedicine ABA

### Can ABA services be provided via telemedicine?

TRICARE is taking steps to support family members in the Autism Care Demonstration (ACD) by temporarily covering telehealth support for Applied Behavior Analysis (ABA) parent or caregiver guidance services. This is to help support ACD beneficiaries during social distancing and the COVID-19 response. [Learn more →](#)

### Who can render "Patient/Caregiver guidance"?

Patient/Caregiver guidance (either in-person or via telehealth), may only be rendered by Board Certified Behavior Analysts and assistant behavior analysts.

## Where can I find more information about this provision?

Additional information can be found [here →](#)

## An important note about TRICARE program information

At the time of publication, this information is current. It is important to remember that TRICARE policies and benefits are governed by public law and federal regulations. Changes to TRICARE programs are continually made as public law and/or federal regulations are amended. Military hospital and clinic guidelines and policies may be different than those outlined in this publication. For the most recent information, contact your TRICARE regional contractor or local military hospital or clinic.