

COVID-19 Information for our Health Care Provider Partners

To: Participating Physicians and Professional Health Care Practitioners
Date: September 28, 2020
Subject: Rochester Institute of Technology Cost-Share Update for Non-COVID-19 Telehealth Services

This information replaces our July 24, 2020 communication regarding member cost-share for non-COVID-19-related telehealth services for Rochester Institute of Technology (RIT) members.

- Non-COVID-19-related telehealth services for RIT members are covered in full March 13, 2020 through June 27, 2020.
- Non-COVID-19-related telehealth services for RIT members will apply member cost-share June 28, 2020 forward.

What this means for your practice:

- If you have not collected a cost-share for non-COVID-19-related services provided March 13, 2020 through June 27, 2020, no action needed; adjustments will be completed automatically.
- If you have already collected a cost-share for non-COVID-19 related services provided March 13 through June 27, 2020, please reimburse the member directly.

We are responsible for this error and apologize for the inconvenience this caused your practice.

Please contact our Customer Care team at 1-800-920-8889 or your Provider Relations representative if you have any questions about this information.

You may request that the sender no longer transmit faxes to your fax machine by calling 1-800-426-8325 and identifying your fax number.