



Illinois Telehealth Expansion

April 8, 2020

ILLINOIS MEDICAID TELEHEALTH EXPANSION

In an effort to free up hospital space for COVID-19 patients and adhere to social distancing orders in place, health plans are covering telehealth services to allow people to continue regular medical and behavioral health needs. Now Medicaid members can receive services in a wider range of facilities, including their place of residence or other temporary location within or outside the state of Illinois.

Under this expansion, there are three types of appointments – telehealth, virtual check-ins and portal visits:

- Telehealth visits are virtual appointments via telephone or video conferencing that typically last for 30 minutes to 1 hour.
- Virtual check-ins are brief 5- to 10-minute discussions for patients with an established relationship with the medical professional.
- Portal visits may be conducted through a provider's patient portal or secure chat messaging with a qualifying medical professional who has an established relationship with the patient.

Telehealth appointments are conducted in real time via telephone or video conferencing by a qualified Medicaid provider.

HFS will reimburse medically necessary virtual care services on or after March 9, 2020 until the public health crisis no longer exists.