



## Claims System Notice for Telehealth Billing

If you recently submitted a claim in accordance with Healthfirst's telehealth billing guidelines and it was denied, **your claim will be adjusted accordingly.**

Because the Healthfirst claims processing system is being updated in real time to address the payment structure for Coronavirus: Type COVID 19 and to ensure we are in alignment with federal and state requirements, some telehealth claims are being denied.

We appreciate your patience as we work on updating our system to reflect the necessary changes to support proper reimbursement for telehealth services.

For more information, visit:

- [Coronavirus: Telehealth Policies FAQs](#)
- [Coronavirus: Telehealth Billing Policies](#)