

PROVIDER NOTICE

Provider Relations Department: 888-895-4998 (Option 4)

Guidance on Priority Partners Processes Post Public Health Emergency (PHE)

Effective Date: May 30, 2023

Health Plans Affected: Priority Partners

Type of Change: Process

Explanation of Change:

The national Public Health Emergency (PHE) ended on May 11, 2023. Most of the flexibilities permitted by the Maryland Department of Health (MDH) during the PHE have already ended; please see [COVID-19 Provider Updates*](#) for more information.

[MDH General Provider Transmittal 56-23*](#) addresses the flexibilities and policies that remain in place after August 15, 2021 and supersedes previous guidance.

Important information to note:

- MDH will continue to cover COVID-19 vaccinations, tests and treatments with no copays for Priority Partners members until at least September 30, 2024. MDH will provide further guidance on whether copays will be required beginning October 1, 2024.
- Balance billing Priority Partners members for Personal Protective Equipment (PPE) is prohibited. Providers must accept payment by the Program as payment in full for covered services rendered and make no additional charge to any person for a covered service.
- Telehealth flexibilities, including coverage of audio-only phone conversations, will continue through at least June 30, 2025. As such, Medicaid will continue to provide coverage for health care services delivered through telehealth regardless of the participant's location at the time services are rendered and to allow a distant-site provider to provide services to a participant from any location at which the services may be delivered through telehealth. Additionally, Medicaid will permit services to be rendered via audio-only telehealth through June 30, 2025.
- The use of non-HIPAA compliant technology products authorized through the end of the federal PHE at the discretion of the federal Office of Civil Rights (OCR) is also ending. OCR is providing a 90-calendar day transition period for covered health care providers to come into compliance with the HIPAA Rules with respect to their provision of telehealth. The transition period will be in effect beginning on May 12, 2023 and will expire at 11:59 p.m. on August 9, 2023.

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