

# Beneficiary Telemedicine FAQs

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## 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 OT are approved for continuity of care only. The care must meet TRICARE telemedicine requirements
- Telemental health (individual psychotherapy, psychiatric diagnostic interview examination and medication management)
- Audio-only visits are covered by TRICARE

## Who is eligible to receive telemedicine?

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).

## Will there be copays or cost-shares?

Yes, copays and cost-shares apply the same for telemedicine as in-person visits.

## Are referrals required for telemedicine?

Only an ADSM will require a referral.

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

No, there is no stipulation in TRICARE policy that indicates services are for existing patients only. The exception would be for telemedicine PT and OT as it is only covered for continuity of care.

## Is a change of appointment from in-person to telemedicine 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.

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

Yes, as long as the provider meets the following criteria:

- 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.

## Is telemedicine for behavioral health only?

No, any provider can provide telemedicine. For details regarding temporary Applied Behavior Analysis (ABA) provisions, please refer to the [Telemedicine ABA benefit update](#).

## 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. You may also call your provider to verify they offer telemedicine.

## 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.

## What is Telemynd?

Telemynd is a national network of psychiatric providers and clinicians designed to deliver telemedicine.

## Telemedicine ABA

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

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

### Where can I find more information about the Autism Care Demonstration?

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



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