

Coalition to Protect Telehealth

10 Principles for Protecting Telehealth

- 1** Patients shall not be required to prove a hardship or access barrier in order to receive telehealth services.
- 2** Patients shall not be required to use a separate panel of practitioners or providers to receive telehealth services.
- 3** State-regulated public and private health plans shall provide payment and coverage parity for telehealth services in the same manner as for in-person covered services.
- 4** State-regulated public and private health plans shall not:
 - Negotiate different contract rates for telehealth and in-person services;
 - Require in-network providers to offer or provide telehealth services;
 - Require patients to use telehealth services instead of receiving in-person services; and
 - Place conditions, treatment limitations and requirements on telehealth such as utilization management criteria, documentation or recordkeeping that are more restrictive or stringently applied than those established for in-person services.
- 5** Providers shall deliver services within the scope of their license or certification, unencumbered by geographic or facility restrictions for any services delivered via telehealth.
- 6** Providers shall be permitted to provide distant site services as long as they are licensed, registered, certified, or authorized to provide those services in Illinois.
- 7** Providers, with their patients, shall determine which health care services and modes of virtual communication are most appropriate for delivery via telehealth.
- 8** Originating site locations, including the patient's home, in accordance with COVID-19 Executive Order No. 7 (EO 2020-09, 03/19/20) shall be permitted.
- 9** Providers and practitioners shall determine the appropriateness of specific sites and technology platforms/vendors for a telehealth encounter, as long as delivered services adhere to privacy laws.
- 10** Support investments in telehealth technology by reimbursing a facility fee to a facility or other provider organization that acts as the originating site (location where patient is located) at the time telehealth services are provided.