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Oregon extends telehealth agreement for health insurance plans

December 17, 2020

Salem, OR—The State of Oregon has reached an agreement with several health insurance companies to continue providing expanded telehealth options through at least June 30, 2021.

The agreement follows guidance issued by the Department of Consumer and Business Services and the Oregon Health Authority: https://dfr.oregon.gov/insure/health/understand/Do... (https://dfr.oregon.gov/insure/health/understand/Documents/DFR-OHA) Telehealth Guidance.pdf in late March requiring health insurance plans to provide in-network coverage for multiple telehealth platforms.

In June 2020, the state reached agreement with health insurance companies to continue providing expanded telehealth options, including payment to providers at the same rate as an in-person visit, through Dec. 31. This new agreement means health insurance companies will continue to provide coverage for expanded telehealth services and pay for these services at the rates they established during the COVID-19 pandemic.

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It is vital for Oregonians to continue to use telehealth services to limit physical contact during this public health emergency," said Oregon Insurance Commissioner and Department of Consumer and Business Services Director Andrew Stolfi. "Telehealth allows for Oregonians to get important care, often from the comfort of their home. I want to thank the insurance carriers that have joined us in this agreement to provide expanded telehealth services and pay parity for Oregonians."

The following insurance companies have agreed to provide expanded telehealth services through June 30, 2021:
- Cambia
- Health Net
- Kaiser Permanente
- Moda
- PacificSource
- Providence
- Regence
- Samaritan
- UnitedHealthcare

In addition to these companies, the Oregon Health Plan will continue to offer pay parity and other allowances for many telehealth services, offering the same rate as an in-person visit for physical health services, behavioral health services, and some dental and long-term care services.

It is important to note that this agreement does not apply to self-insured plans. The state encourages self-insured plans to cover expanded telehealth services for members. These are plans in which an employer assumes the financial risk of providing health care benefits to its employees. Oregonians who have a self-insured plan should check with their employer about their coverage options.

Oregonians are encouraged to contact their insurance company or health care provider if they have questions about using telehealth services.

Visit the division's COVID-19 telehealth page: https://dfr.oregon.gov/covid19-

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consumers/covid19-c... (https://dfr.oregon.gov/covid19-consumers/covid19-consumer-health/Pages/covid19-healthins-telehealth.aspx) for frequently asked questions and more information. For information on insurance and financial topics, visit the Division of Financial Regulation's COVID-19 consumer site: https://dfr.oregon.gov/covid19-consumers/Pages/cov... (https://dfr.oregon.gov/covid19-consumers/Pages/covid19-consumers.aspx)

For up-to-date information and resources on COVID-19, visit the Oregon Health Authority COVID-19 site: https://govstatus.egov.com/OR-OHA-COVID-19 (https://govstatus.egov.com/OR-OHA-COVID-19)

If you have questions about an insurance company or agent or need to file a complaint: https://dfr.oregon.gov/help/complaints-licenses/Pa... (https://dfr.oregon.gov/help/complaints-licenses/Pages/file-complaint.aspx) call the Division of Financial Regulation's advocacy team at 888-877-4894 (toll-free) or email dfr.insurancehelp@oregon.gov (mailto:dfr.insurancehelp@oregon.gov?subject=RE:%20)

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About Oregon DFR: The Division of Financial Regulation is part of the Department of Consumer and Business Services, Oregon's largest business regulatory and consumer protection agency. Visit www.dcbs.oregon.gov (http://www.dcbs.oregon.gov) and http://dfr.oregon.gov/Pages/index.aspx (http://dfr.oregon.gov/Pages/index.aspx)

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