

This response is being sent to providers regarding concerns raised about reimbursement for telemedicine, including telephone only health services. On March 13, 2020, the Rhode Island Office of the Health Insurance Commissioner (OHIC) issued instructions to Rhode Island's health insurers to ensure access and continuity of care in light of this public health crisis and to reduce the transmission of the virus in the state of Rhode Island.

In order to reduce the amount of stress on health care resources and the delivery system in the state OHIC will work with insurers, providers, and consumers to ensure patients receive the care they need, and providers are reimbursed for the clinically appropriate and medically necessary care they provide. During this time, we ask that you be flexible and patient given limited resources. It is OHIC's intent to address all your concerns as time allows.