

COVERAGE

Introduction

In this section, we'll introduce you to the basics of digital health coverage—an essential concept for anyone providing telehealth or other digital health services. Digital health coverage is the foundation for getting paid for the services you provide, and this introduction will walk you through the essentials. Coverage involves the rules set by payers on what services they will reimburse and under what conditions. This can include various factors such as:

- Patient and provider locations
- Co-pays
- Consent requirements
- The conditions under which incident to billing is permitted

For telehealth and digital health, understanding coverage policies is particularly important, especially as these services grow in demand and the COVID-19 public health emergency flexibilities come to an end. Different payers may cover different services, and they often impose specific conditions that must be met to qualify for reimbursement. In this section, we'll help you grasp the basics of digital health coverage, ensuring you're equipped to navigate these policies and secure the payment you're entitled to.