



BAHAMAHEALTH NOW COVERS TELEMEDICINE FOR CLIENTS

Amendment #1- March 26, 2020

We are pleased to confirm that BahamaHealth will provide coverage for our policyholders receiving medical assistance via telemedicine during this critical period of the declared State of Emergency in the Bahamas.

***Telemedicine will allow local health care professionals to evaluate, diagnose and treat patients in remote locations using video conferencing and telemonitoring. Telemedicine allows patients in remote locations to access medical expertise quickly, efficiently and without travel.** *Please refer below for the services BahamaHealth will offer via Telemedicine.

Your healthcare providers are required to adhere to the following protocols:

1. Verification and/or Pre-Certification of benefits are required prior to all services being performed.
2. All relevant CPT and ICD 10 codes supporting the service (s) must be clearly noted on the claim form.
3. Supporting medical records are required to be attached to the claim form at the time of submission.
4. Claims will be paid in accordance with the reasonable and customary charges applicable for the services performed.
5. Coverage is subject to any exclusions, limitations or maximums under the provisions of the policy.
6. Co-payments, Co-insurance and/or Deductibles are the financial responsibility of the member.

***Telemedicine includes the following medical services:**

1. Clinical assessment of a patient's medical condition. This includes patients presenting with symptoms related to COVID 19.
2. Continuity of care for patients with chronic diseases such as heart disease, hypertension, diabetes, ect.
3. Mental Health
4. Referrals for medically necessary services

*****Please note that annual physical examinations are not included in the Telemedicine services listed above.**

Our Telemedicine services will be provided primarily by local doctors. Should the need arise, clients may be facilitated overseas on a case-by-case basis on referral by the local doctor.

Please see our website for additional customer service information.

Your BahamaHealth Team