

TEMPORARY POLICY ALLOWING EXPIRED TELEHEALTH BENEFITS UNDER MEDICARE ADVANTAGE

Effective immediately, the Centers for Medicare & Medicaid Services (CMS) is exercising enforcement discretion regarding the prohibition on mid-year benefit changes (42 CFR § 422.254(a)(5)) by Medicare Advantage (MA) organizations for certain telehealth benefits.

In accordance with 42 CFR § 422.101(a) and with limited exceptions, MA organizations must cover all Original Medicare Part A and B benefits, including those telehealth services available under section 1834(m) of the Act, as basic benefits. To support continuity of care and minimize enrollee confusion following the expiration of certain telehealth legislative payment provisions (“extenders”) on October 1, 2025, CMS is now permitting MA organizations to continue offering expired Original Medicare telehealth benefits as additional telehealth benefits under 42 CFR § 422.135 through December 31, 2025, or until Congress acts to continue the Original Medicare telehealth waivers, whichever occurs first.

Under this policy, MA organizations may continue to offer the benefits that expired with the Medicare legislative telehealth payment provisions passed under the Full-Year Continuing Appropriations and Extensions Act, 2025, as additional telehealth benefits under 42 CFR § 422.135, so long as they are provided uniformly to all similarly situated enrollees.

South Country Provider Contact Center

1-888-633-4055

Hours: 8 a.m. - 4:30 p.m.

The Provider Contact Center staff are available as your first point of contact to assist with the following.

Member benefit coverage

Authorization verification

Website questions

Claims billing and processing guidelines

Remittance adjustment code details and payment information

Provider web portal issues

Claim rejection guidance

General information





Bulletin/Update

South Country wants to ensure providers are reimbursed for services provided to our members and following all billing guidelines. Our staff are committed to support and guide you in understanding all South Country processes and procedures. In addition, callers that utilize our Provider Contact Center are provided a reference number that identifies your call in our system. Please keep the reference number in your records to refer to if you have any additional questions or need to check the status of an open issue. The reference number will help the representative locate your issue quickly.