



## Privileging of Providers to Offer Telehealth Services

Healthfirst has established a policy and application process to enable our network of contracted providers to offer telehealth services to our members to improve access to care and outcomes of care. The policy and application process detailed herein is applicable to all providers and vendors who wish to render telehealth services.

### **Healthfirst utilized this definition of telehealth in formatting our policy and application process:**

“The Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services defines telehealth as the use of electronic information and telecommunications technologies to support and promote long-distance clinical health care, patient and professional health-related education, public health and health administration. Technologies include videoconferencing, the internet, store-and-forward imaging, streaming media, and terrestrial and wireless communications.”

Healthfirst’s policy focuses on the support and promotion of clinical healthcare. Our aim is to make sure Healthfirst providers are enabled and supported through their practice organization to provide high-quality evaluation and treatment in a secure and compliant setting. To further that aim, Healthfirst has created the Application and Telehealth Provider Eligibility Assessment Tool to provide a pathway to consideration and approval by Healthfirst to expand member access to providers who offer vital telehealth services. Providers will be required to submit a completed Application and Telehealth Provider Eligibility Assessment Tool for review and approval in order to qualify for reimbursement of services. To access the tool, login to the [Provider Portal](#), click on *Provider Resource Center* and scroll down to the *Telehealth* section.

If you are interested in offering telehealth services to Healthfirst members and would like to initiate the application and assessment tool process, we encourage you to reach out to your Network Account Manager for assistance.