

March 23, 2020

## **Governor Orders Expanded In-Network Telehealth Coverage** **Acton Medical Telehealth - Services and Billing Details**

*Telehealth calls from your doctor may appear as Unknown.  
Please accept the call if it's during your appointment time.*

Dear Patients,

First and foremost, we hope everyone is doing well. Acton Medical is well prepared and here to help patients should any needs arise.

As you may know, Governor Charlie Baker declared a state of emergency in the Commonwealth of Massachusetts on March 10, 2020 due to the coronavirus.

To further mitigate risks to the community and support social distancing, Governor Baker also ordered the Group Insurance Commission, all commercial insurers, Medicaid, and the General Insurance Commission to **cover Telehealth visits with in-network providers**.

The Governor's new order requires that those **insurance companies provide policy holders with equal coverage for in-network telehealth visits as in-network face-to-face appointments**. It's important to note that the Governor's declaration includes a mandate to waive all patients' financial responsibility for these visits.

If you have questions about coverage, please contact your insurance provider.

**Telehealth visits occur outside of the medical practice, over the telephone or via video conference.** Patients connect with their doctor for the telehealth visit from a remote location such as their home. Telehealth can also include email support, including communication through portals like Follow My Health, FMH.

**Acton Medical Associates is pleased to announce that we have increased our services to include telehealth and FMH visits** during this unprecedented time. Our Adult Medicine and Pediatrics doctors are holding tele-appointments instead of some in-person visits. Patients will be contacted in advance if their appointment will be held via a telehealth visit.

**Provider phone calls may appear on caller id as an unknown caller.** Please accept the call if it's identified as an unknown caller at the time of your Acton Medical appointment.

Acton Medical's COVID-19 task force meets multiple times a week to continue to ensure that we provide high-quality, convenient, and cost-efficient medical care to all patients during this uncommonly busy time.

We are here for you if any issues arise.

As always, we wish you, your families, and friends health, happiness, and wellness.

*As a reminder, to provide efficient medical service, we cannot accept walk-in patients.*

*Our Littleton location is a Clean Site, only open to non-sick patients, and Harvard is temporarily closed.*

*Please only bring one guest per patient to appointments, to prevent the possible spread of illness and support social distancing.*

**For symptoms that require emergency, call 911 or visit the nearest emergency room.**