

Special Bulletin

For professional and facility providers

October 24, 2025

Important Update Regarding Medicare Telehealth Coverage

As of October 1, 2025, changes to Original Medicare telehealth coverage are in effect due to Congress not extending pandemic-era telehealth policies. Now, Original Medicare will only cover most telehealth services for beneficiaries located in a rural office or medical facility.

Note: There are exceptions for monthly End-Stage Renal Disease (ESRD) visits; services for the diagnosis, evaluation, or treatment of symptoms of an acute stroke; or services for the diagnosis, evaluation, or treatment of a mental and/or behavioral health disorder, including a substance use disorder – these will continue to be covered under Original Medicare.

How This Affects Highmark Medicare Advantage and D-SNP Plans

While these changes impact Original Medicare, Highmark Medicare Advantage and D-SNP plans will continue to provide the same telehealth coverage offered throughout 2025. Furthermore, we plan to continue coverage of expanded telehealth benefits in 2026. For details on a specific plan's telehealth coverage, please refer to the Evidence of Coverage documents for a given benefit year.

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