



FHK ONLY

Provider Notice

Date: September 16, 2021

To: All Community Care Plan Providers & Office Managers

RE: Telehealth – FHK

Dear participating provider,

Please be advised that effective June 1st, 2021, Florida Healthy Kids has prohibited telephone-only telehealth visits according to Florida Statute under section 456.47. FHK considers telehealth to be a modality of care and not a specific benefit. CCP is required to cover benefits for services provided by telehealth to the extent of the same services provided in-person. Therefore, telephone conversations (without a two-way, real-time audio and visual components), chart reviews, emails, and facsimile transmissions are not considered telehealth visits.

Should you have any questions, please contact your assigned Provider Operations Representative or our Provider Operations Hotline at 855-819-9506.