



P.O. Box 25538
Little Rock, AR 72221

Arkansas Health & Wellness is making it easier for Arkansans to get the medical care they need through telemedicine and telephonic technologies. Telemedicine technology allows members to see a doctor, nurse practitioner or physician assistant remotely by using an audio-visual communication system.

On March 11, 2020, Governor Asa Hutchison declared a public health emergency due to the coronavirus and the resulting sickness, COVID-19. In response to the declaration telemedicine regulations have been relaxed, such as restrictions on behavioral health services and the requirement to have an established relationship with the provider prior to telemedicine.

With the relaxation of statewide telemedicine regulations and restrictions; and the mandate for responsible social distancing, Arkansas Health & Wellness is encouraging our members and all Arkansans to take advantage of telemedicine and telephone technology when seeking care for all COVID-19 care and for care needs unrelated to COVID-19. To that end, we are waiving fees associated with copays, coinsurance and deductibles for telemedicine services to our members from March 17, 2020 through June 30, 2020.

Any services that can be delivered virtually will be eligible for telehealth coverage. This benefit covers telemedicine and/or telephonic consultations for both physical and mental health needs including counseling services provided by mental and behavioral health professionals.

Specific provider billing and coding instructions are forthcoming. Again, for all telemedicine and telephone consultation services, copays, coinsurance and deductibles will be waived through June 30, 2020.

In these days of declared emergencies and in all days to come, Arkansas Health & Wellness is there for our members and our community, committed steadfastly to our purpose: Helping Arkansas Live Better.