

# Arkansas Insurance Department

Asa Hutchinson  
Governor



Allen Kerr  
Commissioner

March 27, 2020

BULLETIN NO. 13-2020

**TO: ALL LICENSED INSURERS, HEALTH MAINTENANCE ORGANIZATIONS (HMOs), FRATERNAL BENEFIT SOCIETIES, FARMERS' MUTUAL AID ASSOCIATIONS OR COMPANIES, HOSPITAL MEDICAL SERVICE CORPORATIONS, AND OTHER INTERESTED PARTIES**

**FROM: ARKANSAS INSURANCE DEPARTMENT**

**SUBJECT: REIMBURSEMENT FOR TELEMEDICINE**

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The Arkansas Insurance Commissioner is issuing this Bulletin to assist individuals and entities regulated by the Arkansas Insurance Department as they deal with urgent needs caused by the occurrence of the COVID-19 virus in Arkansas.

The Arkansas Insurance Department is committed to assisting its fellow state agencies, local health departments, emergency managers, and health care providers in providing for the health and welfare of the people of Arkansas.

On March 11, 2020, Governor Asa Hutchinson issued Executive Order 20-03 declaring a statewide state of emergency in response to the outbreak of the COVID-19 virus among Arkansans. The Order may impact various insurance regulatory statutes so that the Department may effectively render maximum assistance to overcome any potential impediment to the rapid and orderly rendering of assistance to our citizens affected by the virus.

On March 13, 2020, Governor Asa Hutchinson issued Executive Order 20-05, which amended 20-03 and suspended certain provisions of the Telemedicine Act (Ark. Code Ann. § 17-801-401 *et seq.*) to “fully leverage telehealth in Arkansas and mitigate the spread of COVID-19.”

## **COVERAGE FOR SERVICES PROVIDED THROUGH TELEMEDICINE**

Recognizing the importance of telemedicine to mitigate the spread of COVID-19 as described by Executive Order 20-05, the Commissioner reminds all health insurance carriers offering health insurance plans, including short-term limited-duration insurance plans, regulated by the Department that **they must comply with the reimbursement requirements** for healthcare services provided through telemedicine found in Ark. Code Ann. § 23-79-1602(c) and (d).

Any questions regarding this Bulletin should be directed to [insurance.legal@arkansas.gov](mailto:insurance.legal@arkansas.gov) at the Arkansas Insurance Department or by phone at 501-371-2600.



ALLEN KERR  
INSURANCE COMMISSIONER  
STATE OF ARKANSAS

**March 27, 2020**  
DATE