



# Telehealth Protections for Marylanders

## Consumer Fact Sheet

October 2021

Maryland has passed a new law – [Preserve Telehealth Access Act of 2021 \(SB 3/HB 123\)](#) – that allows you to get most mental health and substance use disorder services delivered by telehealth as you did during the pandemic, for both Medicaid and private insurance. When telehealth services are available, you have the right to decide, with your health care provider or treatment program, how to receive services in the most effective way for you: in-person, audio-visual telehealth, audio-only telehealth, or a mix. **Your care, your choice.**

### Audio-Only Telehealth

- Audio-only telephone visits with your health care providers are allowed, until June 30, 2023, in addition to certain audio-visual platforms.
- **What this means for you:** If you do not have access to audio-visual technology or high-speed internet, or if you prefer audio-only, you can have a health care visit through a phone call with your health care provider with Medicaid or private insurance.

### Location Flexibility

- You can now use telehealth from wherever you are located. Your health care provider can use telehealth from wherever they are located with Medicaid.
- **What this means for you:** You have more flexibility to have a virtual visit with your health care provider from your home, your car, your workplace, or a private location of your choice. Your provider has more flexibility for their location as well with Medicaid. Try to find a place where you have as much privacy as possible.

### Same Reimbursement for Telehealth and In-Person Visits

- Your health care provider will receive the same reimbursement for telehealth visits as for in-person visits, until June 30, 2023.
- **What this means for you:** If you have a co-pay or other cost-sharing for your health care visits, it will be the same for a virtual or in-person visit.

### Remote Patient Monitoring

- Your health care provider can use electronic tools to help monitor your health condition virtually.
- **What this means for you:** You, with your health care provider, can use these health monitoring tools to stay on track with your medication regimen and get additional support when you need it.

### Consumer Choice

- You cannot be required to use telehealth instead of in-person service delivery, and you cannot be required to use a specific telehealth vendor.
- **What this means for you:** If you need to see a health care provider and your insurer only offers you a telehealth appointment, you have the right to get those services in person. If the only providers who can see you are not in your private insurer's provider network, you can ask to see an out-of-network provider at an in-network rate.

**Help in Getting Your Care:** If you have Medicaid, call the Maryland Department of Health Appeals Coordinator at 1-410-767-1696 for help. For private insurance, you can receive free help from the Attorney General's Health Care Education & Advocacy Unit at 1-877-261-8807, and you can file a complaint with the Maryland Insurance Administration by [submitting a complaint form](#).

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