

Temporary relaxation of HIPAA compliance requirements for telehealth visits has been extended through May 31, 2020

As we communicated previously, the Office for Civil Rights at the Department of Health and Human Services relaxed HIPAA compliance requirements for telehealth visits during the COVID-19 crisis. This makes it easier for providers to conduct health care visits remotely.

Extension of our alignment with relaxed telehealth requirements

Blue Cross Blue Shield of Michigan and Blue Care Network have extended our alignment with these relaxed requirements through May 31, 2020. (Previously, we'd aligned with the relaxed requirements through April 30.)

We've updated the following documents to reflect this change:

- *Telehealth for medical providers* — See the “Using telehealth” section for detailed information.
- *Telehealth for behavioral health providers* — See the “Telehealth technology and patient confidentiality” section for detailed information.

HIPAA-compliant telemedicine technologies

As discussed in our telehealth guides, the relaxed telehealth requirements allow you to use non-HIPAA-compliant technology to conduct telemedicine visits during the COVID-19 crisis, except for public-facing options such as Facebook Live, Twitch and TikTok.

If you're using a non-HIPAA-compliant technology, you must be actively working toward implementing a secure, HIPAA-compliant process.

From a recent physician group incentive program, or PGIP, survey, here's a list of commonly used HIPAA-compliant telemedicine (audiovisual) technologies:*

- Doxy.me
- MyChart, powered by Epic
- Amwell
- eClinicalWorks Healow
- InTouch
- Vidyo®
- Care Convene
- BlueJeans
- Updox
- Zoom for Healthcare



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Provider Alert

Category: Category

Posting start date: April 29, 2020

Posting end date: May 31, 2020

Additional information

You can find our *Telehealth for medical providers* and *Telehealth for behavioral health providers* guides in the telehealth sections of our coronavirus webpages, which are available through Provider Secured Services and on our public website at bcbsm.com/coronavirus (click [For Providers](#)).

You can find information about the relaxed HIPAA standards for telehealth in the Office for Civil Rights' publication, [Notification of Enforcement Discretion for Telehealth Remote Communications During the COVID-19 Nationwide Public Health Emergency](#).**

*Blue Cross Blue Shield of Michigan and Blue Care Network have not reviewed and do not endorse these vendors.

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