



**To:** ALL DualChoice PCPs  
**From:** IEHP – Provider Relations  
**Date:** October 21, 2021  
**Subject:** Medicare Advantage Telehealth Services

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Inland Empire Health Plan (IEHP) would like to remind our Providers of the importance of following the current guidelines for telehealth services and appropriately coding of these services in your medical records.

Accurate coding is key to ensure that all encounters reflect the diagnoses and services rendered. Risk adjustment is determined based on the coding documented and provided.

Please keep in mind:

- Services meet the risk adjustment face-to-face requirement when the services are provided using **an interactive audio and video telecommunications system** that permits real-time interactive communication.
- Per CMS, your patient needs to provide verbal consent and agree to scheduling a telehealth appointment. The documentation **must** clearly state that permission was given by the Member.
  - **Ex.:** Patient has given verbal consent to receive Telehealth services for today's face-to-face, **real-time audio and video** visit through Doxy.Me
- Please bill accurately and appropriately, **utilizing POS 02 and modifier 95** per DHCS billing guidelines.

Centers for Medicare Services (CMS) is proposing to extend Medicare coverage of certain telehealth services granted for the COVID-19 public health emergency through the end of 2023.

For questions regarding these changes please contact your Provider Services Representative or you may email questions to our Risk Adjustment Department at [codingquestions@iehp.org](mailto:codingquestions@iehp.org).

As a reminder, all communications sent by IEHP can also be found on our Provider portal at: [www.iehp.org](http://www.iehp.org) > Providers > Plan Updates > Correspondence

If you have any questions, please do not hesitate to contact the IEHP Provider Relations Team at (909) 890-2054 or (866) 223-4347.