



**To:** PCPs, Specialists & BH Providers  
**From:** IEHP – Provider Relations  
**Date:** June 26, 2022  
**Subject:** **Telehealth Place of Service (POS) Codes – Updates**

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Inland Empire Health Plan (IEHP) would like to remind our providers about updated Place of Service (POS) codes for professional services effective January 1, 2022 specific to telehealth services

Please remind your billing staff about the following updates if they are not already billing accordingly (claims already submitted do not need to be rebilled):

**POS 02: Telehealth Provided Other than in Patient’s Home Descriptor:**

The location where health services and health related services are provided or received, through telecommunication technology. Patient is not located in their home when receiving health services or health related services through telecommunication technology.

**POS 10: Telehealth Provided in Patient’s Home Descriptor:**

The location where health services and health related services are provided or received through telecommunication technology. Patient is located in their home (which is a location other than a hospital or other facility where the patient receives care in a private residence) when receiving health services or health related services through telecommunication technology.

For additional information, please visit the CMS website:

<https://www.cms.gov/files/document/mm12427-newmodifications-place-service-pos-codes-telehealth.pdf>

IEHP’s Telehealth FAQ is in revision and will be posted to [iehp.org](http://iehp.org) shortly.

As a reminder, all communications sent by IEHP can also be found on our Provider portal at: [www.iehp.org](http://www.iehp.org) > For 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 or email [ProviderServices@iehp.org](mailto:ProviderServices@iehp.org).