

INFORMATIONAL LETTER NO. 2323-MC-FFS-CVD

DATE: March 11, 2022

TO: All Iowa Medicaid Providers

APPLIES TO: Managed Care (MC), Fee-for-Service (FFS), Coronavirus Disease (CVD)

FROM: Iowa Department of Human Services (DHS), Iowa Medicaid

RE: Update to Billing Services Provided via Telehealth related to COVID-19

EFFECTIVE: April 1, 2022

*****This informational letter (IL) updates IL 2119-MC-FFS-CVD.*****

The purpose of this IL is to provide additional guidance on billing place of service ([POS](#)) [for telehealth](#)¹ for covered services on an interim period for the COVID-19 public health emergency (PHE). Please be aware that while some services such as teledentistry will continue after the PHE, billing requirements for some other services provided via telehealth may change when the PHE is lifted. An IL will be issued in the coming months addressing telehealth changes after the end of the PHE.

POS Code

The Centers for Medicare and Medicaid (CMS) has added a new POS for telehealth to identify when individuals are receiving services via telehealth in their homes. Iowa Medicaid will adopt this POS effective April 1, 2022. The provider will bill the applicable Healthcare Common Procedure Coding System (HCPCS)/Current Procedural Terminology (CPT) codes with POS code 02 (telehealth) if the member is receiving services anywhere other than home. The provider will bill the applicable HCPCS/CPT codes with POS code 10 (telehealth patient in home) if the member is in their home. An originating site charge will not be applicable with a POS code 10. However, a distant site charge may be applicable.

- 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. The patient is not located in

¹ [MM12427 - New/Modifications to the Place of Service \(POS\) Codes for Telehealth \(cms.gov\)](#)

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

If you have questions, please contact the Iowa Medicaid Provider Services Unit or the appropriate Managed Care Organization (MCO):

IME Provider Services for FFS members:

- Provider Services: 1-800-338-7909
- Provider email: imeproviderservices@dhs.state.ia.us

Amerigroup Iowa, Inc.:

- Provider Services: 1-800-454-3730
- Provider email: iowamedicaid@amerigroup.com
- Website: <https://providers.amerigroup.com/ia>

Iowa Total Care:

- Provider Services: 1-833-404-1061
- Provider email: care_management@iowatotalcare.com
- Website: <https://www.iowatotalcare.com>