



## INFORMATIONAL LETTER NO. 2472-MC-FFS

**DATE:** September 11, 2023

**TO:** All Iowa Medicaid Medical Providers

**APPLIES TO:** Managed Care (MC), Fee-for-Service (FFS)

**FROM:** Iowa Department of Health and Human Services (HHS), Iowa Medicaid

**RE:** Telehealth Services - Place of Service (POS) Codes

**EFFECTIVE:** Upon Receipt

\*\*\*This informational letter (IL) updates [IL 2323-MC-FFS-CVD](#)<sup>1</sup>.\*\*\*

The purpose of this IL is to provide additional guidance for billing appropriate POS codes for covered services delivered via telehealth.

As announced in [IL 2323-MC-FFS-CVD](#)<sup>2</sup>, the Centers for Medicare and Medicaid Services (CMS) added POS code 10 for telehealth to indicate that a member is receiving telehealth services in their home. Iowa Medicaid adopted POS code 10 on April 1, 2022.

To clarify, all services delivered via telehealth **must** be billed with one of the following POS codes:

- 02 – telehealth provided other than in the patient’s home
  - The location where health services and health-related services are provided or received, through telecommunication technology. The patient is not located in their home when receiving health services or health-related services through telecommunication technology.
- 10 – telehealth provided in the patient’s home
  - The location where health services and health-related services are provided or received through telecommunication technology. The patient is 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.

<sup>1</sup> <https://secureapp.dhs.state.ia.us/IMPA/Information/Bulletins.aspx>

<sup>2</sup> <https://secureapp.dhs.state.ia.us/IMPA/Information/Bulletins.aspx>

As announced in [IL 2457](#)<sup>3</sup>, claims submitted with service codes not included in the telehealth approved list continuing post-Public Health Emergency (PHE) and billed as telehealth (Place of service 02 or 10) after December 31, 2023 will be denied. Please visit the [Iowa Medicaid PHE unwind](#)<sup>4</sup> webpage for telehealth service codes continuing post-PHE.

If you have questions, please contact Iowa Medicaid Provider Services or the appropriate MCO:

**Iowa Medicaid Provider Services:**

- Provider services: 1-800-338-7909
- Provider email: [imeproviderservices@dhs.state.ia.us](mailto:imeproviderservices@dhs.state.ia.us)

**Amerigroup Iowa, Inc.:**

- Provider services: 1-800-454-3730
- Provider email: [iowamedicaid@amerigroup.com](mailto:iowamedicaid@amerigroup.com)
- Website: <https://providers.amerigroup.com/ia>

**Iowa Total Care:**

- Provider services: 1-833-404-1061
- Provider email: Providers may send email using their account on the ITC website.
- Website: <https://www.iowatotalcare.com>

**Molina Healthcare of Iowa:**

- Phone: 1-844-236-1464
- Email: [iaproviderrelations@molinahealthcare.com](mailto:iaproviderrelations@molinahealthcare.com)
- Website: <https://www.molinahealthcare.com/providers/ia/medicaid/home.aspx>
- Provider portal: <https://www.availity.com/molinahealthcare>

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<sup>3</sup> <https://secureapp.dhs.state.ia.us/IMPA/Information/Bulletins.aspx>

<sup>4</sup> <https://hhs.iowa.gov/ime/unwind/PHE>