
INFORMATIONAL LETTER NO. 2711-[MC]

DATE: November 14, 2025

TO: All Providers

APPLIES TO: Managed Care Organizations (MCOs)

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

RE: Telehealth Services—Place of Service Codes Reimbursement

EFFECTIVE: December 01, 2025

Effective for the dates of service on or after December 1, 2025 a payment reduction will apply for services rendered in Place Of Service (POS) codes 02 and 10 due to the site-of-service differential.

As indicated in Iowa Administrative Code: 441-79.1(7)a., the fee schedule amount paid shall be reduced by the site of service differential, as determined by the Iowa Medicaid, to reflect the lower cost of providing services via telehealth opposed to a face-to-face visit.

All services delivered via telehealth audio or video **must** be included on the Iowa Medicaid approved and posted telehealth list, AND 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.

Implementation of Fee For Service (FFS) claims will occur at a later date and additional guidance will be provided.

Please refer to the Iowa Medicaid website to access the current approved telehealth service code list [Medicaid Fee Schedules | Health & Human Services \(iowa.gov\)](https://hhs.iowa.gov/medicaid/provider-services/covered-services-rates-and-payments/fee-schedules)¹ and the Telecommunication Technology Guide.

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

Iowa Medicaid Provider Services:

- Phone: 1-800-338-7909
- Email: imeproviderservices@hhs.iowa.gov

Managed Care Organizations (MCOs):

Iowa Total Care:

- Phone: 1-833-404-1061
- Email: providerrelations@iowatotalcare.com
- Website: <https://www.iowatotalcare.com>

Molina Healthcare of Iowa:

- Phone: 1-844-236-1464
- Email: aproviderrelations@molinahealthcare.com
- Website: <https://www.molinahealthcare.com/providers/ia/medicaid/home.aspx>
- Provider Portal: <https://www.availity.com/molinahealthcare>

Wellpoint Iowa, Inc.:

- Phone: 1-833-731-2143
- Email: ProviderSolutionsIA@wellpoint.com
- Website: <https://www.provider.wellpoint.com/iowa-provider/home>

¹ <https://hhs.iowa.gov/medicaid/provider-services/covered-services-rates-and-payments/fee-schedules>