

**INFORMATIONAL LETTER NO. 2711-MC - AMENDED**

**DATE:** December 9, 2025

**TO:** All Providers

**APPLIES TO:** Managed Care (MC)

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

**RE:** Telehealth Services—Place of Service Codes  
Reimbursement - **AMENDED**

**EFFECTIVE:** December 01, 2025

**This letter serves as an amendment to IL 2711, published on November 14, 2025. The updates include correcting the citation for Iowa Administrative Code and adding a link to the Telecommunication Technology Guide. The effective date of the Informational Letter remains the same.**

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)b., the fee schedule amount paid to physicians is based on the most recent edition of Physician's Current Procedural Terminology and will be reduced by an adjustment factor. The adjustment factor is determined by the department and published with the Iowa Medicaid fee schedule, to reflect the lower cost of providing services via 'facility' place of service opposed to a physician's office. Telehealth facility place of service is POS 02.

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 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 and the Telecommunication Technology Guide. **Medicaid Fee Schedules | Health & Human Services.<sup>1</sup>**

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<sup>11</sup> <https://hhs.iowa.gov/medicaid/provider-services/covered-services-rates-and-payments/fee-schedules>

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

**Iowa Medicaid Provider Services:**

- Phone: 1-800-338-7909
- Email: [IMEProvider@hhs.iowa.gov](mailto:IMEProvider@hhs.iowa.gov)

**Managed Care Organizations (MCOs):**

**Iowa Total Care:**

- Phone: 1-833-404-1061
- Email: [providerrelations@iowatotalcare.com](mailto:providerrelations@iowatotalcare.com)
- 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>

**Wellpoint Iowa, Inc.:**

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