



A Public Entity

Inland Empire Health Plan



**To:** ALL IEHP Providers and IPAs  
**From:** IEHP – Provider Relations  
**Date:** March 12, 2020  
**Subject:** **Telehealth Services Due to Limiting Exposure to COVID-19**

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In light of recommendations to reduce potential exposure to COVID-19, IEHP has created the following FAQ to address Providers’ questions about providing services via telehealth. It is important to note that the utilization of telehealth at this time is specific to the concerns regarding COVID-19 and reducing the potential spread of the virus.

It is also important to remember that Members *must* consent prior to receiving telehealth, that consent is documented and that authorization processes remain the same when requesting services, regardless of whether services are being provided in-person or via telehealth.

<p><b>Q. Can I provide Telehealth Services to limit potential exposure to COVID-19?</b></p>	<p>A. Yes. If a Provider deems clinically that services are appropriate to provide via telehealth and Member has consented to receive services via telehealth, Providers may provide telehealth services in accordance with both IEHP Policy 18.P Virtual Care and DHCS guidelines available at <a href="https://www.dhcs.ca.gov/services/mediscal/Documents/mednetele_27966_m01o03.pdf">https://www.dhcs.ca.gov/services/mediscal/Documents/mednetele_27966_m01o03.pdf</a> and CMS guidelines available at <a href="https://www.cms.gov/Medicare/Medicare-General-Information/Telehealth">https://www.cms.gov/Medicare/Medicare-General-Information/Telehealth</a></p>
<p><b>Q. What types of services can be provided via Telehealth?</b></p>	<p>A. Providers are given the flexibility to determine if a particular service or benefit is clinically appropriate based upon evidence-based medicine and/or best practices to be delivered via audio-visual, two-way, real time communication.</p>
<p><b>Q. Does the Member need to consent prior to receiving Telehealth?</b></p>	<p>A. Yes. Providers must ask Members before initiating the use of Telehealth and document verbal or written consent. If a Member refuses to have services provided Telehealth, Member has a right to obtain the services in person.</p>

<p><b>Q. Are different rates paid for services provided through Telehealth vs. the same services provided in-person?</b></p>	<p>A. No. The rates are the same for the professional medical services provided by Telehealth or in-person. It is important to remember when billing telehealth services for Medi-Cal Members to use a POS 02 (telehealth) and a modifier 95 for services provided via synchronous, interactive audio and telecommunication systems.</p> <p>For Medicare Members, please use POS 02 and refer to CMS billing guidelines.</p> <p>For Behavioral Health Providers, IEHP’s portal has been updated with a billing POS 02</p>
<p><b>Q. Do I need to obtain authorization for Telehealth services?</b></p>	<p>A. For services that normally require authorization, the standard pre-authorization requirements apply regardless of whether the services are being provided via telehealth or in-person. <b>Your current authorizations are valid and you do not need to do anything to change these authorizations.</b> You do not need to request a new auth with a POS 02.</p> <p>Please follow your normal authorization processes with your contracted IPAs and contact them directly with any questions or concerns about telehealth. Services provided in an Urgent Care or Emergency Department setting do not require prior authorization.</p>
<p><b>Q. How does Telehealth apply to Behavioral Health Treatment (BHT) for children with autism and related conditions?</b></p>	<p>A. Telehealth may be used for supervision and parent training. If caregiver consultation or direct oversight by a Provider/BCBA is needed, the Provider/BCBA must maintain appropriate records. The Provider/BCBA may use current authorizations to utilize telehealth services. <b>Telehealth services may not be used for 1:1 direct ABA service.</b></p>
<p><b>Q. Also specific to BHT services, if the family or Provider staff are sick, will IEHP allow cancellations?</b></p>	<p>A. IEHP will honor these cancellations with make-up sessions offered to families, but with respect to family needs and schedules. We ask Providers to maintain documentation of such.</p>

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 or [www.iehp.org](http://www.iehp.org) > For Providers > Plan Updates > Coronavirus (COVID-19) Advisory.

If you have any questions, please do not hesitate to contact the IEHP Provider Relations Team at (909) 890-2054.