



# Telecommunication Technology Guide

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Telecommunication is defined as the transmission of information over distances without loss due to noise and interference. For the purposes of Iowa Medicaid this is primarily the Telehealth Services program. Telehealth Services allow the health care provider to complete 'a visit' with a patient by telephone, computer, tablet, or smartphone.

When a telephone is the only means of the exchange of information between the health care provider and the patient this is called **audio only**.

The exchange of health information with the use of video on a computer, tablet, or smartphone is called audio/visual.

Iowa Medicaid has approved Procedure Codes for the purpose of member (patient) access to a health care provider. This approved procedure codes list is reviewed quarterly and updated as needed. The last updated date is identified at the top of the chart.

This Iowa list is independent from Centers for Medicaid and Medicare lists (CMS), it does not match the CMS list. Not every code on the CMS list is approved for the Iowa Telehealth program. The approved procedure codes are retained on the Iowa Medicaid Website under the [Iowa Medicaid Provider Fee Schedules](#).

The approved procedure codes are listed on a chart with the column components of:

**Procedure Code:** the approved Current Procedural Terminology (CPT) code

**Description:** the code explanation developed by the American Medical Association. The codes descriptions are updated as needed to maintain the correct copyright standard.

**Can the Audio-only Interaction Meet the requirements?** This section identifies:

- Yes: meaning a telephone or non-video device is satisfactory to exchange the information for the health care provider and patient 'visit'.
- No: meaning a video device/component of the health care provider and patient visit must be present to satisfactorily complete the intent of the transmission of information.

**Maternal Health Unbundled:** TH Modifier: this section is ONLY for the Unbundling of the Maternal Health program. See [Maternal Health Unbundling Guide](#) for use of these codes.

**Iowa Medicaid Effective Date:** this is the date the code was opened to the telehealth program.

- A date span listed for this code, it is identifying the dates the code was open and ended.
- If there is only 1 date, the code continues to be open.

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.

Effective for the dates of service on or after 12/01/2025 there will be a payment reduction for services rendered (site of service differential) with the place of service 02 and 10. As indicated in Iowa Administrative Code: 441-79.1(7)b. the fee schedule amount paid will be reduced by an adjustment factor, as determined by the Iowa Medicaid, to reflect the lower cost of providing services via telehealth opposed to providing services via ‘facility’ place of service opposed to the provider office.