



INFORMATIONAL LETTER NO. 2457-MC-FFS

DATE: June 2, 2023

TO: All Iowa Medicaid Providers

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

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

RE: Telehealth Flexibilities Following the Public Health Emergency (PHE)

EFFECTIVE: December 31, 2023

As announced in [Informational Letter 2432-MC-FFS¹](#), the federal PHE ended on May 11, 2023.

During the PHE, the Centers for Medicare & Medicaid Services (CMS) allowed certain flexibilities, including an expanded list of telehealth services. As a result, Iowa Medicaid has allowed services traditionally provided in person to be rendered via telehealth when clinically appropriate.

In preparation for the end of the PHE, Iowa Medicaid examined telehealth flexibilities and changes in clinical practice and regulatory structure, and solicited feedback from stakeholders. From this, Iowa Medicaid identified opportunities to expand access while maintaining or improving quality. Effective March 13, 2020, the site of service differential was removed from place of service 02 (please refer to [Informational Letter 1815-MC-FFS²](#)). As discussed during the April 27, 2023, provider town hall event, the site of service differential with the place of service 02 and 10 will not be applied to telehealth claims.

Please visit the [Iowa Medicaid PHE unwind³](#) webpage for telehealth service codes continuing post-PHE. The effective date for the discontinued telehealth service codes is December 31, 2023. After this date, claims submitted with discontinued service codes, when billed as telehealth (place of service 02 or 10), will be denied. Additional information regarding PHE unwind efforts is available on the [PHE unwind⁴](#) webpage.

¹ <https://secureapp.dhs.state.ia.us/IMPA/Information/ViewDocument.aspx?viewdocument=63cea4dc-640b-46ff-a2ee-536e93b02129>

² <https://secureapp.dhs.state.ia.us/IMPA/Information/ViewDocument.aspx?viewdocument=81bbe9f-fc54-4b4f-a521-c8beb0d149da>

³ <https://hhs.iowa.gov/ime/unwind/PHE>

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

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

Iowa Medicaid Provider Services for FFS members:

- Provider services: 1-800-338-7909
- Provider email: imeproviderservices@dhs.state.ia.us

Amerigroup Iowa, Inc.:

- Provider services: 1-800-454-3730
- Provider email: 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

- Provider services: 1-844-236-1464
- Provider email: iaproviderrelations@molinahealthcare.com
- Website: www.molinahealthcare.com/IA
- Provider portal: provider.MolinaHealthcare.com