



E.T. Phone Home – Explaining Telehealth Coverage



April 2026



Objective & Agenda

Objective: Get answers to presubmitted questions about telehealth coverage

Agenda

- Important items to know
 - Available resources
- Answer questions about:
 - Telehealth
 - Behavioral/mental health telehealth
 - Coverage and billing, including extensions and flexibilities



Important Items to Know



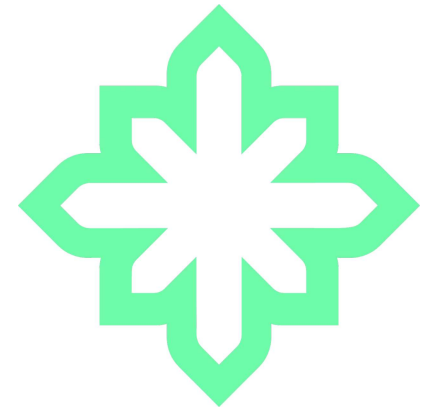
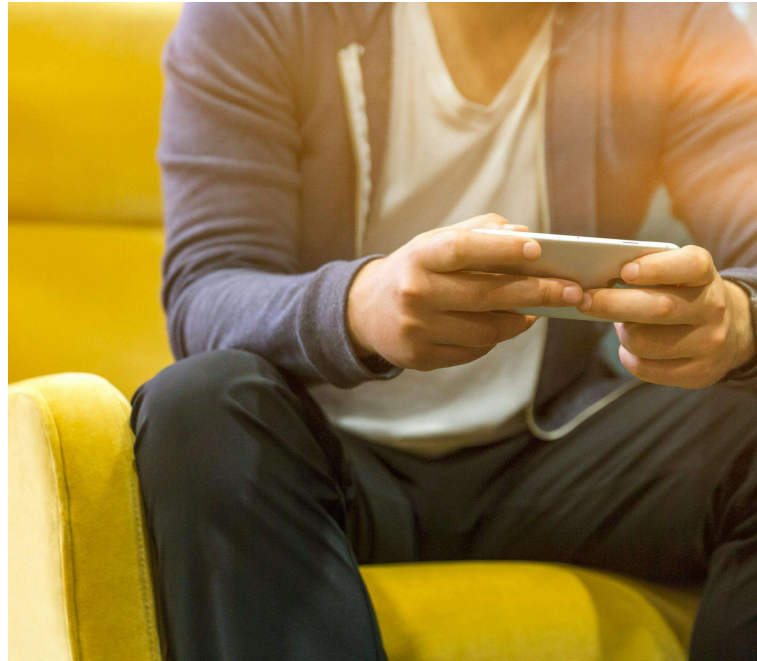
Telehealth Defined

- Use of telecommunications and information technology to provide access to health assessment, diagnosis, intervention consultation, supervision and information across distance
 - Requires consent of patient to be documented in the patient's record



Benefits of Telehealth

- Convenience
- Broader reach
- Fewer barriers
- Health equity





Policy for Telehealth Can Differ

- FQHCs and RHCs
- Behavioral/mental health telehealth
 - When the service is for:
 - Diagnosis, evaluation and treatment of a mental disorder
 - Treatment of SUD with co-occurring mental health disorder





Eligibility

Services

- Medicare eligible beneficiary
- Medically necessary
- Covered service
- Approved telehealth service

Providers

- Physicians and NPPs
- RHC
- FQHC
- PT *
- OT *
- SLP *
- Audiologist *

* Indicates Flexibility extension applies

Telehealth Enrollment

- Physical practice location
 - Home address **not** required
- No physical location
 - Home address required
- Suppress reported home address
 - CMS [855I](#) and [855B](#)
 - Section 4 - Location type options
 - Business office for administrative/telehealth only
 - Home office for administrative/telehealth only



Private Practice No Reassignments



- Provides telehealth from home in KS
- No physical practice location
- Submits 855I with home address
 - Suppress address
- Claims paid – home location



Reassigns to Group – Same State

- Provider provides telehealth from home in MI
- Group located in MI
 - Has physical location
- Enrollment
 - 855B group –MI
 - 855I provider reassigning – MI
- Claims paid – group location



Reassigns to Group – Different State



- Provider provides telehealth from home in - FL
- Group located in - KS
 - KS physical location
- Submits to KS MAC
 - 855B group - KS location
 - 855I provider reassigning - KS
- Claims paid – group location



Reassigns to Group – No Physical Location

- Provider provides telehealth at home in IN
- Group – no physical location
- Submits to IN
 - 855B group – listing home address
 - Suppress address
 - 855I provider reassigning
- Claims paid – provider home location





Telehealth Help



List of Telehealth Services

- CMS list of approved telehealth services
 - [List of Telehealth Services](#)
- Updated annually
- Purposed action
 - Maintain
 - Addition – new code
- Requests for additions

List of Telehealth Services

List of services payable under the Medicare [Physician Fee Schedule](#) when furnished via telehealth.

[List of Telehealth Services for Calendar Year 2026 \(ZIP\)](#)

Medicare Telehealth Originating Site Facility Fee, Q3014

Time Period	MEI (%)	Facility Fee for Q3014
2026	2.7%	\$31.85
2025	3.5%	\$31.01





HHS Telehealth Website

- Includes information for:
 - Patient
 - Providers
 - Best practice guides
 - Licensure
 - Billing for telehealth
 - Telehealth policy, including FQHC, RHC, and behavioral/mental health telehealth

The screenshot shows the homepage of the Telehealth.HHS.gov website. At the top, there is a navigation bar with the text "An official website of the United States government" and a link "Here's how you know". Below this is the "Telehealth.HHS.gov" logo and a search bar. A main navigation menu includes "For patients", "For providers", "Licensure", "Research", "Funding", "Events", and "About". The main content area features a blue banner with the text "Telehealth.HHS.gov" and "A trusted hub of information you can use to power up your telehealth experience." Below the banner, there are two main sections: "For patients" and "For providers". The "For patients" section includes a list of topics: "What can be treated through telehealth?", "What should I know before my telehealth visit?", "How can I use telehealth to manage chronic conditions?", and "How do I use telehealth for behavioral health care?". A button "Find more answers for patients" is located below this list. The "For providers" section includes the text "Learn best practices for providing care through telehealth and stay up to date on recent billing and policy changes." Below this text are four icons representing "Best practice guides", "Licensure", "Billing for telehealth", and "Telehealth policy". A button "See more topics for providers" is located at the bottom of this section.



CMS Telehealth Webpage

- Telehealth FAQ – Updated 02/26/2026 (PDF)
- List of Telehealth Services webpage
 - Includes link to List of Telehealth Services for Calendar Year 2026 (ZIP)





WPS YouTube Channel

- Telehealth Services playlist

TELEHEALTH SERVICES

Telehealth Services
by WPS Government Services – Medicare
Playlist • Public • 7 videos • 350 views
The playlist contains videos on Medicare's telehealth benefits.

▶ Play all

1 **WPS** **Telehealth Pulse Check: E/M Services (Part 2 of 2)**
WPS Government Services – Medicare • 76 views • 3 weeks ago
1:00:01

2 **WPS** **For the Love of Telehealth: E/M Services (Part 1 of 2)**
WPS Government Services – Medicare • 125 views • 3 weeks ago
57:27

3 **WPS** **Overview of Medicare Telehealth Policy, Past, Present, and Future**
WPS Government Services – Medicare • 570 views • 6 months ago
1:03:50

4 **WPS** **Evaluation and Management (EM): Telehealth Guidelines**
WPS Government Services – Medicare • 1.1K views • 1 year ago
56:57

5 **WPS** **Part B Mental Health 101: Telehealth**
WPS Government Services – Medicare • 347 views • 2 years ago
45:37

6 **WPS** **Telehealth and the End of the Public Health Emergency**
WPS Government Services – Medicare • 598 views • 2 years ago
2:10:39

7 **WPS** **Telehealth and Fraud**
WPS Government Services – Medicare • 246 views • 3 years ago
2:50



Licensure: Many Questions

- HHS website provides help:
 - Getting started
 - Licensing across state lines
 - Licensure compacts
 - Licensure for behavioral health

The screenshot shows the Telehealth.HHS.gov website. At the top, it says "An official website of the United States government" and "Here's how you know". The main header is "Telehealth.HHS.gov" with a search bar. Below the header, there are navigation tabs: "For patients", "For providers", "Licensure" (selected), "Research", "Funding", "Events", and "About". The breadcrumb trail is "Home > Licensure". There are social media icons for Facebook, X, LinkedIn, Email, and Print. The main heading is "Licensure" with a sub-heading "Interstate licensure resources for health care providers, states, and health care organizations." and an image of a map of the United States with a doctor on a laptop. Below this are four sections, each with an icon and a title:

- Getting started with licensure** (magnifying glass icon): Learn about the role of the federal government and states in licensing health care providers for telehealth.
- Licensing across state lines** (map icon): The ability to deliver health care services across state lines varies based on state regulations.
- Licensure compacts** (document icon): There are many compacts between states that make it easier for health care providers to practice telehealth across states.
- Licensure for behavioral health** (person icon): Behavioral health professionals are subject to state licensure regulations, including for telehealth.

Practitioner Practicing from their Home



- Refer to CMS FAQ document, question 15
 - Includes process to have Quality Payment Program suppress the street address and/or phone number from CMS Care Compare Website





Questions and Answers





That's a Wrap

- We covered:
 - Important items to know
 - Answers to presubmitted questions about:
 - Telehealth
 - Behavioral/mental health telehealth
 - Coverage and billing, including extensions and flexibilities



Follow-up Questions



Send your questions for up to seven days following the training

- Email

wps.gha.education@wpsic.com

- Subject Line: AAPC of KC
Telehealth

Send claim specific questions to
Customer Service

Challenge

- Will AAPC of KC be the partner to complete the most surveys?
 - Our goal is 100% participation



Up next...



Disclaimers

This material is a tool to assist the provider community. Medicare rules change often. Access [CMS' website](#) for current coverage, regulations and rulings.

The basis for answers given today rely on facts given in the question. Medicare rules determine final coverage.

Do not record the event as CMS does not allow this for profit making purposes.

