



A Public Entity

Inland Empire Health Plan



To: Urgent Care Facilities
From: IEHP – Provider Relations
Date: March 30, 2020
Subject: **Urgent Care Provider Billing for Telehealth Services**

Inland Empire Health Plan (IEHP) has implemented the use of telehealth due to concerns regarding COVID-19 and to reduce potential spread of the virus.

Providers have been advised to bill with POS 02 when reporting telehealth services. **This billing practice DOES NOT apply to Urgent Care Providers.**

Urgent Care Provider should continue to bill with POS 20 (Urgent Care Facility).

Urgent Care Providers should **use modifier 95 to identify telehealth services**. In the event an Urgent Care Provider Contract requires the use of a modifier, modifier 95 should be reported as a secondary modifier.

As a reminder, all communications sent by IEHP can also be found on our Provider portal at: www.iehp.org > For Providers > Plan Updates > Correspondence **or** 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.