



*We heal and inspire the human spirit.*

**To:** PCPs, Specialists, Behavioral Health, Hospital and Ancillary Providers  
**From:** Provider Relations  
**Date:** June 23, 2025  
**Subject:** **Offer Telehealth/Virtual Care to Members Today – Reduce “No Shows”**

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Dear Valued Providers,

Access to care for our members and community is crucial. IEHP supports providers and members connecting virtually, as clinically appropriate, to make providing care easier and more timely.

Members may face challenges accessing care in person and we want to take this opportunity to remind providers about CMS telehealth flexibilities for dual eligible Medicare members in place now through **September 30, 2025**.

There is also no time like the present to offer telehealth appointments to Medi-Cal and Covered California members.

**Why telehealth?** Telehealth can reduce the number of “no shows” for appointments and increase the likelihood that members will contact your practice if they know telehealth is an option. And with flexibilities in place now, audio-only telehealth is an option for all members for most services, again as clinically appropriate.

**Our ask of you:**

- Remind your schedulers and front office staff to offer telehealth, including audio-only, as an option to members calling for appointment.
- Ask members if they prefer telehealth, if clinically appropriate, and document preference in the medical record.
- Call or email us if you have any questions about providing telehealth to IEHP members. We are here to support you!

**Here are telehealth resources for your reference:**

DHCS Telehealth Frequently Asked Questions: [dhcs.ca.gov/provogovpart/Pages/TelehealthFAQ.aspx](https://dhcs.ca.gov/provogovpart/Pages/TelehealthFAQ.aspx); [Telehealth FAQ](#)

CMS Medicare Learning Network Booklet – Telehealth & Remote Patient Monitoring: [MLN901705 - Telehealth & Remote Patient Monitoring](#)

If you have any questions, please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email [ProviderServices@iehp.org](mailto:ProviderServices@iehp.org)

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