

To: Provider Network
From: Provider Relations
Date: October 23, 2025
Subject: **IMPORTANT: Telehealth for IEHP Members (Medicare, Medi-Cal and CCA)**

Thank you for your questions about telehealth allowances for IEHP members. We appreciate your partnership to ensure IEHP members receive quality care when and where they need it.

Please find below confirmation regarding telehealth services available during the government shutdown and until IEHP provides notification of any change.

- **Medi-Cal:** Telehealth services are not impacted by the government shutdown and should continue to be offered as they were prior to September 30, 2025.
- **Covered CA:** As cited above for Medi-Cal, telehealth should continue to be offered as prior to September 30, 2025.
- **IEHP DualChoice (HMO-DSNP) for Medicare/Medi-Cal members:** Telehealth and the flexibilities allowed prior to September 30, 2025, are available to IEHP DualChoice members.

IEHP's filing with CMS for additional telehealth services allows IEHP to cover services and flexibilities beyond those provided under original Medicare. IEHP DualChoice members can continue to access telehealth services from home, regardless of geographic location and via audio-only. Services include:

- | | | |
|-----------------------------------|---|---|
| • Urgently needed services | • Group BH sessions | - |
| • Individual psychiatric services | • Group sessions for psychiatric services | |
| • PCP services | • Dialysis services | |
| • Individual BH sessions | • Medicare-covered zero-dollar | |
| • Opioid treatment program | preventive services | - |

Please note this communication speaks only to telehealth provided to IEHP members. Benefits may vary with other Medicare Advantage plans.

We thank you for your partnership during these challenging times. As a reminder, provider payments continue and remain unaffected by the government shutdown.

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

All IEHP communications can be found at: www.providerservices.iehp.org > News and Updates > Notices