



*We heal and inspire the human spirit.*

**To:** PCPs, Specialists, BH, BHT & IPAs

**From:** IEHP – Provider Relations

**Date:** July 31, 2023

**Subject: REQUIRED: HIPAA Compliant Telehealth Platforms - Effective August 10<sup>th</sup>!**

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With the end of Public Health Emergency (PHE) flexibilities in May 2023, Providers are now required to utilize **HIPAA-compliant Telehealth Platforms, effective August 10, 2023, for all telehealth services provided to Members.**

### **What do I need to do?**

Ensure your practice is using a HIPAA-compliant telehealth platform. The Department of Health and Human Services (HHS) has shared a list of vendors who represent they provide HIPAA-compliant video communication products. This list does not necessarily include all vendors who offer HIPAA-compliant platforms. Please confirm with any video communication vendor that their platform is HIPAA compliant.

- Skype for Business / Microsoft Teams
- Updox
- VSee
- Zoom for Healthcare
- Doxy.me
- Google G Suite Hangouts Meet
- Cisco Webex Meetings / Webex Teams
- Amazon Chime
- GoToMeeting
- Spruce Health Care Messenger

Additionally, both audio only and video and audio telehealth visits continue to be covered as an ongoing telehealth flexibility.

For more information about HIPAA compliant telehealth, visit the Department of Health and Human Services (HHS) website [here](#) or HHS.gov > Laws & Regulations > HIPAA Privacy Rule > HIPAA For Professionals > Special Topics > HIPAA and Telehealth.

### **Need More Details about Telehealth Flexibilities?**

IEHP is updating our telehealth FAQ and will provide the updates the week of July 31<sup>st</sup>. Stay tuned, and we will provide notice when the new FAQ is available.

As a reminder, all IEHP communications can be found at: [www.iehp.org](http://www.iehp.org) > Providers > Plan Updates

If you have any questions, please do not hesitate to contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email [ProviderServices@iehp.org](mailto:ProviderServices@iehp.org)