

# PROVIDER Bulletin



KERN HEALTH  
SYSTEMS

July 2<sup>nd</sup>, 2025

## Telehealth Guidelines Reminder

Dear Provider,

Kern Health Systems (KHS) recognizes that telehealth is a valuable tool for increasing access to care and improving patient outcomes. As telehealth utilization continues to grow, we'd like to provide a few important reminders regarding its appropriate use.

### Frequency Restrictions

Medi-Cal Billing guidelines outline frequency restrictions for certain Evaluation & Management (E&M) CPT codes; these restrictions may be exceeded with medical justification. Providers are reminded that Evaluation and Management (E&M) visits are limited to six (6) encounters per member within a ninety (90)-day period. Claims that exceed this threshold may be subject to additional review and may require medical justification upon request. This frequency restriction/justification requirement also applies when these services are offered via Telehealth.

### E&M Follow-up

A telehealth visit should not be billed if the services originate from a related E&M visit within the previous seven (7) days or lead to an E&M within the next twenty-four (24) hours.

For example, a follow-up call to a member to deliver test results following an E&M visit is not a billable telehealth visit.

Additional provider requirements are outlined in KHS Policy and Procedures, **4.53-P Telehealth Services**.

As a reminder, KHS maintains ongoing efforts to detect and prevent potential fraud, waste, and abuse. Any provider found to be in non-compliance with the standards outlined above will be subject to corrective action, which may include, but is not limited to, education, claims repayment—and may ultimately result in provider termination from the network.

KHS posts all bulletins on the KHS website, [www.kernfamilyhealthcare.com](http://www.kernfamilyhealthcare.com), choose Provider, then Bulletins.

For any questions, please contact your Provider Relations Representative at 1-800-391-2000.

Sincerely,

James Winfrey  
Deputy Director of Provider Network  
Kern Health Systems