

## Important Update

# IHN-CCO Telehealth & Telephone Services

In response to the COVID-19 outbreak, The Oregon Health Authority has expanded telehealth and telephone services for physical and behavioral health services. [The updated guidelines](#) provide information on existing and the expanded coverages. Please review for information regarding:

- Coding for Telehealth and Telephone Services
- Updated Prioritized List Guideline Notes
- Required Documentation
- Limitations

The safety of our members and our healthcare team are a top priority at InterCommunity Health Network CCO (IHN-CCO). We anticipate additional changes to these guidelines in the coming week and we will continue to update you so that you may provide the safest care during this unique time.

For questions, please contact Provider Services at 541-768-5207, toll-free 888-435-2396, 8 a.m. to 8 p.m., Monday – Friday, or [email us](#). Thank you for your ongoing support and care for IHN-CCO members.