



Facilitating Telehealth Fact Sheet

Provider Outreach and Education, National Government Services

Topics Include:

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Through 12/31/2024

Providers of Medicare can perform telehealth services at any location in the U.S., including the home. After this period, beneficiaries must be in an office or medical facility located in a rural area (in the U.S.) to get most telehealth services.

Key Points About Medicare Telehealth Changes in 2025

- **Audio-only telehealth option:**
 - In situations where a patient cannot use video technology, clinicians can provide telehealth services using two-way audio communication, provided they are not capable of using video technology.
- **Limited telehealth access:**
 - Most telehealth services will revert to pre-pandemic restrictions, requiring patients to be in a designated medical facility, usually in a rural area, to access telehealth services.
- **No major expansion of telehealth services:**
 - The Centers for Medicare & Medicaid Services (CMS) has indicated that they will not significantly expand the list of covered [telehealth services](#) without further Congressional action.
- **Provisional telehealth services:**
 - CMS will continue to allow certain telehealth services like caregiver training, cardiovascular and pulmonary rehabilitation, and some mental health services on a provisional basis through 2025.

As of January 2025

Most Medicare telehealth flexibilities implemented during the pandemic will expire, meaning most telehealth services will only be available to patients in rural areas or specific medical settings, with the exception of a few services that CMS has chosen to maintain on a provisional basis, like caregiver training and certain mental health services. Additionally, CMS will allow for audio-only telehealth in certain situations where the patient cannot access video technology.

Beneficiary-at-Home Exceptions

The beneficiary-at-home benefit applies to both rural and urban settings for the specific services under the **exception**; therefore, after 12/31/2024, beneficiaries may still be able to get certain Medicare telehealth services **without being in a rural health care setting** that include:

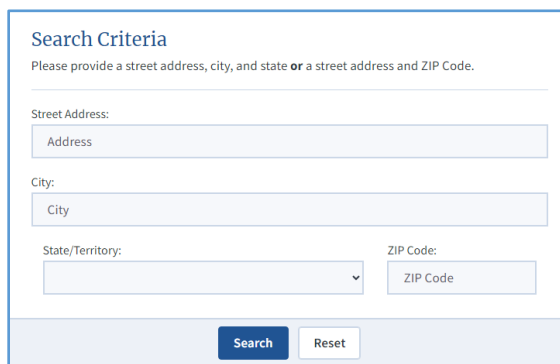
- Monthly End-Stage Renal Disease (ESRD) visits for home dialysis
- Services for diagnosis, evaluation, or treatment of symptoms of an acute stroke, including in a mobile stroke unit
- Services to treat a substance use disorder or a co-occurring mental health disorder (sometimes called a "dual disorder"), or for the diagnosis, evaluation or treatment of a mental health disorder

- Behavioral health services
- Diabetes self-management training (DSMT)
- Medical nutrition therapy (MNT)
- Medicare diabetes prevention program (MDPP)

People who live in areas that we define as rural are eligible to benefit from the Medicare Program. The United States Census Bureau and the Office of Management and Budget define rural areas. The Census considers “rural” to include all people, housing and territory that are not within an urban area. Any area that is not urban is rural. For more information, visit [Health Resources & Services Administration](#).

Here’s What You Will Need to Know

If you are questioning whether your services will be covered via telehealth (other than exceptions above), you may use [Health Resources & Services Administration \(HRSA\)](#) to locate a designated HRSA area. Check if an address is eligible for Medicare telehealth originating site payment via: [Medicare Telehealth Payment Eligibility Analyzer](#). Enter the service location address and click **Search**.



The screenshot shows a web form titled "Search Criteria". Below the title is the instruction: "Please provide a street address, city, and state or a street address and ZIP Code." The form contains four input fields: "Street Address:" with a text box labeled "Address"; "City:" with a text box labeled "City"; "State/Territory:" with a dropdown menu; and "ZIP Code:" with a text box labeled "ZIP Code". At the bottom of the form are two buttons: "Search" and "Reset".

Authorized originating sites which meet the following criteria shall be designated as eligible for Medicare telehealth payment:

- Analysis indicates that the address does not fall in a metropolitan statistical area
- OR**
- If address falls in a metropolitan statistical area, then the address must be in a rural area and be in a primary care.

Related Content

- [CMS Internet-Only Manual, Publication 100-04, Medicare Claims Processing Manual, Chapter 12 Physicians/Nonphysician Practitioners, Section 190](#)
- [List of Telehealth Services](#)