

Telehealth Indicator on the Medicare.gov Compare Tool

Doctors and Clinicians Public Reporting

Overview

In January 2023, the Centers for Medicare & Medicaid Services (CMS) implemented a telehealth indicator on the profile pages of clinicians on the Medicare.gov [compare tool](#) and in the [Provider Data Catalog \(PDC\)](#) to expand the information available to patients and caregivers when choosing clinicians ([87 FR 70109–70111](#)). With the growth in patients seeking telehealth and recently expanded coverage of certain telehealth services by CMS, adding a telehealth indicator to clinician profile pages clarifies which clinicians offer telehealth services.

Informing Patients About Telehealth Services

The compare tool on Medicare.gov provides information to help Medicare patients make informed decisions about their health care. Our research shows that, historically, users of Medicare.gov search for information about telehealth. Additionally, user testing indicates that users understand the meaning of a telehealth indicator and some also want to know the specific telehealth services clinicians offer. Most users found the telehealth indicator to be important and useful when selecting a clinician. Telehealth is also one of patients' primary service requests the Medicare call center receives monthly.

Publicly reporting a telehealth indicator on clinician profile pages helps users access the care they need. Including a telehealth indicator is especially useful to people residing in medically underserved locations, such as in rural areas, and/or managing any disabilities as they may require a clinician who offers services through telehealth.

Telehealth Indicator on the Medicare.gov Compare Tool Fact Sheet

Example of the Telehealth Indicator on a Clinician Profile Page

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Orthopedic surgery

Zella A. Brillbrey

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Details Affiliations Quality Locations

DETAILS	Specialties Orthopedic surgery Family medicine	Sex Female	Board certifications Sports medicine Family medicine
	Education & training Johns Hopkins University School of Medicine, 1985	Innovative model participation  Yes Medicare Shared Savings Program	Electronic Health Record technology participation  This clinician is a successful performer in the Electronic Health Record Technology performance category.

Publicly Reporting Clinician Telehealth Services

To develop the telehealth indicator for display on clinician profile pages, we identified clinicians who perform telehealth services using Point of Service Code (POS) Code 02 and POS Code 10 that indicates telehealth on paid physician and ancillary service (i.e., carrier, claims, or modifier 95 appended on paid claims). To keep the telehealth indicator current and address concerns that some telehealth codes are time limited, we will use a 6-month lookback period and a refresh of the telehealth indicator on clinician profile pages bimonthly, as technically feasible, which is the same cadence in which we update other clinician directory information. Frequently updating the telehealth indicator information would ensure that when a time-limited Category 3 code expires, a clinician who only bills telehealth services under that code would no longer have a telehealth indicator on their profile page.

We have implemented publicly reporting the telehealth indicator on clinician profile pages only. While we recognize that publishing telehealth indicators on both clinician and group profile pages may be helpful to patients, it isn't feasible at this time to publish telehealth indicators on group profile pages with accuracy, given clinician turnover at group practices and resulting data implications.

Including the telehealth indicator on clinician profile pages only will provide the most accurate and current information for patients.

The telehealth indicator on clinician profile pages is accompanied by a statement for users that the clinician provides only some, not all, services through telehealth. We also modified the PDC to indicate whether a clinician offers telehealth services.

Get in Touch

If you have any questions about public reporting for clinicians on the Medicare.gov compare tool, contact the QPP Service Center by calling 1-866-288-8292 (Monday–Friday 8 a.m.–8 p.m. ET) or emailing QPP@cms.hhs.gov.

People who are deaf or hard of hearing can call 711 to connect with a Telecommunications Relay Services (TRS) Communications Assistant.

Version History

Date	Change Description
Dec 20, 2025	Original version.