

## April 2026: Medicare Telehealth Coverage Frequently Asked Questions

**Question:** When did Medicare extend telehealth? The *Medicare & You 2026* handbook was indicating that telehealth would already be reverting.

**Answer:** Telehealth flexibilities were extended on February 3, 2026, through December 31, 2027. This extension came in 2026, so the *Medicare & You* handbook does not have this information.

**Question:** What happens after the extension on telehealth expires after December 2027?

**Answer:** After December 31, 2027, most telehealth services will again become more limited unless Congress acts. This means coverage will revert to the rules before the public health emergency. Under these rules, telehealth was generally only covered in rural areas. However, some broader telehealth coverage has been made permanent.

For more information on telehealth before the public health emergency:

<https://www.medicareinteractive.org/understanding-medicare/medicare-covered-services/medicare-coverage-overview/medicare-coverage-of-telehealth-services>.

**Question:** What types of telehealth coverage have been made permanent?

**Answer:** After December 31, 2027, telehealth coverage will still be available regardless of geographic location for Behavioral/mental health care, monthly End-Stage Renal Disease (ESRD) visits for home dialysis, diabetes self-management training, and Medicare nutrition therapy. Behavioral/mental health care will also likely remain eligible to be delivered using audio-only communication platforms. Other types of care may be subject to pre-public health emergency (PHE) restrictions.

**Question:** Will post-surgical consultation be available via telehealth after December 31, 2027?

**Answer:** We do not currently know if Congress will act or if telehealth will revert to pre-PHE restrictions. The services that will be available regardless of geographic location are in the question above. Individuals may be able to continue accessing other services if they live in a rural area and qualify for coverage based on the pre-PHE restrictions.

**Question:** Will rural clients have the same access to telehealth after December 31, 2027?

**Answer:** If telehealth coverage reverts to pre-public health emergency restrictions, rural clients should expect to be able to access telehealth. As a reminder, pre-PHE telehealth services were:

- Generally only covered in rural areas, and you would have to go to a specific “originating site” (often a different medical office or clinic) to receive telehealth
- Generally only covered if provided via interactive, two-way audio and video technology
- Limited to certain providers, such as physicians and nurse practitioners

**Question:** When should a person use telehealth versus going to a doctor in-person?

**Answer:** This is more of a medical question than a Medicare question. In situations where you are eligible to be covered for a service both in-person and under Medicare telehealth, you may decide to choose what you think will be most beneficial, or perhaps most convenient. But if you have concerns, whether personal or related to specific health issues, it would be best to speak with a doctor about what is most appropriate for you.

**Question:** Is Medicare still sending Medicare Summary Notices (MSNs)? Can you access them online?

**Answer:** Yes, Medicare still mails MSNs. If you have Original Medicare and you’re having issues related to receiving your MSNs, you should contact Medicare by calling 1-800-MEDICARE (633-4227) or visiting [www.medicare.gov](http://www.medicare.gov) to view your electronic MSN.

Individuals enrolled in Medicare Advantage Plans should check with their plan directly around issues viewing their Explanation of Benefits (EOB). If you have an interest in viewing your EOB online, contact your plan and ask if they have an online portal where you can do so.