# Telehealth Readiness Checklist for New Providers (Medicare 2025)

Use this checklist to prepare your practice for upcoming changes to Medicare's telehealth policies in 2025. This tool will help ensure that your operations, staff, and patient communication are aligned with both current rules and potential future requirements.

## 1. Policy & Compliance Awareness

* ☐ Review the CMS MLN901705 document and HHS policy updates.
* ☐ Track legislative developments for potential extensions of telehealth waivers.
* ☐ Understand the expiration dates for current flexibilities (Dec 31, 2024 and Mar 31, 2025).

## 2. Patient and Service Eligibility

* ☐ Determine how many of your Medicare patients may be affected by a rollback to rural-only eligibility.
* ☐ Assess if your patients are in locations that would still qualify under the original geographic restrictions.
* ☐ Evaluate how many of your telehealth services are being delivered to patients at home.

## 3. Operational Planning

* ☐ Develop dual contingency workflows for both extended and expired waiver scenarios.
* ☐ Update your intake, EHR, and scheduling systems to flag patients eligible/ineligible under changing rules.
* ☐ Review your RPM setup to ensure compliance with CPT requirements and data thresholds.

## 4. Technology & Infrastructure

* ☐ Ensure your telehealth platform supports two-way audio and video (and tracks consent).
* ☐ If using RPM, verify that devices meet Medicare documentation and data collection standards.
* ☐ Maintain secure, HIPAA-compliant communication and storage for telehealth encounters.

## 5. Payer Diversification & Strategy

* ☐ Research which private payers and state Medicaid plans are continuing support for telehealth.
* ☐ Adjust payer mix goals and marketing to align with more stable virtual care reimbursement models.

## 6. Staff and Patient Communication

* ☐ Educate clinical and admin staff about upcoming changes and required documentation.
* ☐ Prepare communications for Medicare patients to explain the possibility of telehealth service changes.
* ☐ Create support workflows for patients transitioning back to in-person visits if needed.