

Provider **BULLETIN**

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EXL Provider Portal for Medical Records

During the course of conducting clinical audits, EXL requests medical records from providers to validate claims. Providers have the option to submit the required medical records to EXL's Provider Portal. Please see the [EXL Provider Portal User Guide](#) for further information and a copy of their user manual.

Corrected Claims – iCare is Secondary

If submitting corrected claims when iCare is secondary, iCare follows ForwardHealth guidelines and requires the primary carrier's explanation of benefits submitted with the corrected claim for accurate processing.

Primary Explanation of Benefits (EOB)

Please note, when submitting a claim to iCare as the secondary coverage, the primary EOB MUST match the charges being submitted on the claim, line for line. If the primary carrier processes a claim as one line, but the claim iCare receives is different, the claim will be denied.

Telehealth Services – Expanding Access and Options for Patients

As the healthcare landscape evolves, telehealth continues to play an essential role in increasing access to care, improving patient outcomes, and enhancing provider flexibility. We encourage providers who have not yet adopted telehealth services to consider offering this option to patients.

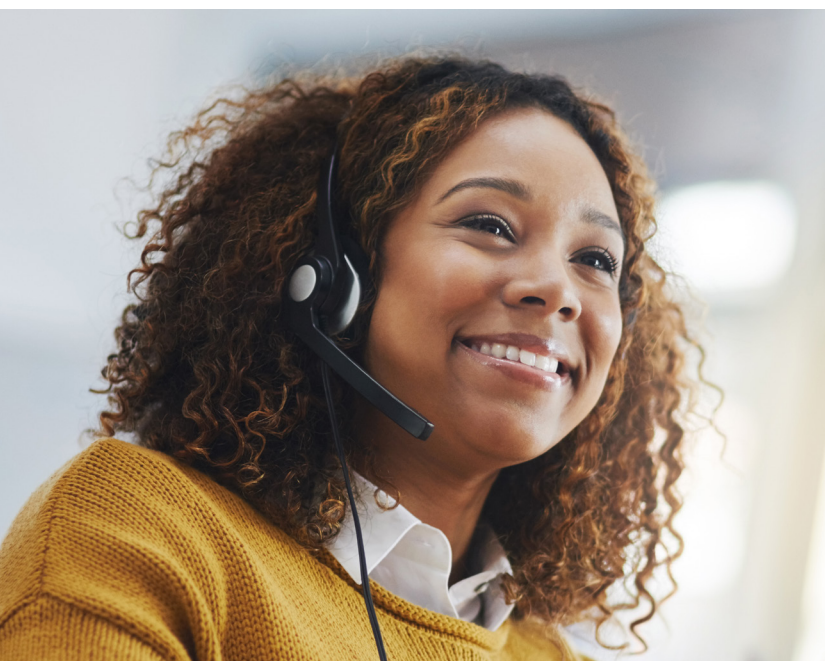
Benefits of Telehealth:

- **Access:** Telehealth enables patients to consult with providers from the comfort of their homes, reducing barriers related to transportation and mobility.
- **Continuity of Care:** It allows for ongoing patient engagement, especially for follow-ups, chronic disease management, and behavioral health services.
- **Efficiency:** Telehealth can streamline workflows and reduce no-shows, contributing to more efficient practice management.

Independent Care Health Plan (iCare) covers telehealth services that are delivered by providers at the same quality as in-person services. Telehealth can be used for a range of needs, including doctor office visits, mental health or substance abuse services, dental consultations, and more. Providers are encouraged to consider offering telehealth as an option to enhance patient access and convenience.

Offering telehealth services can help reduce missed or rescheduled appointments by providing patients with a more convenient and flexible way to access care. Telehealth is especially beneficial for individuals who are ill, homebound, or “shut in,” as well as those whose commute to the office exceeds 30 minutes.

For additional guidance on setting up telehealth services, billing procedures, best practices, and more, please visit: [For providers | Telehealth.HHS.gov](https://www.hhs.gov/telehealth). This resource provides comprehensive and up-to-date information to support healthcare providers.



Opting out of Claims Payment Card (CPC) from InstaMed

If you do not wish to receive CPC's, aka Virtual Credit Card payments, or are not able to process CPC's, you have the option to opt out. Do so by contacting InstaMed at 866-945-7990. Once they cancel the CPC process, iCare will automatically be notified and payments will be reissued via EFT or check.