

Telehealth Billing & Coding Guide for Providers

To ensure access to healthcare during the COVID-19 pandemic, Medicare will pay for office, hospital, and other visits furnished via telehealth across the country, including in patients' place of residence, effective March 6, 2020. The following table is designed to assist our providers in reporting telehealth services.

DOCUMENTATION:			
<ul style="list-style-type: none"> • When conducting Telehealth, Virtual check-in, or E-visits, be sure to document all acute and chronic diagnoses that impact medical decision making, treatment plan, and time spent with the patient. • For Virtual Check-in: <ul style="list-style-type: none"> – Patient must verbally consent to receive virtual check-in services; Verbal consent must be noted in the medical record for each service. – If the service leads to an E/M service or procedure within the next 24 hours or soonest available appointment, the service is bundled into the E/M service. – The physician must document in the medical record that the patient does not need to come in for a follow-up visit unless there is a problem. • For E-Visits: Patient must generate the initial inquiry and communications can occur over a 7-day period. 			
TYPE OF SERVICE	WHAT IS THE SERVICE	HCPCS/CPT CODE	PATIENT RELATIONSHIP WITH PROVIDER
MEDICARE TELEHEALTH VISITS	A visit with a provider that uses telecommunication systems between a provider and a patient.	Common telehealth services include: <ul style="list-style-type: none"> • 99201-99215 (Office or other outpatient visits) • G0425-G0427 (Telehealth consultations, emergency department or initial inpatient) • G0406-G0408 (Follow-up inpatient telehealth consultations furnished to beneficiaries in hospitals or SNFs) • Bill with place of service 02 (Telehealth Services) • 95 Modifier should be added to ALL Payers except for Medicare & Humana Medicare 	For new or established patients
VIRTUAL CHECK-IN	A brief (5-10 min) check-in with a practitioner via telephone or other telecommunication device to decide whether an office visit or other service is needed. A remote evaluation of recorded video and/images submitted by an established patient.	<ul style="list-style-type: none"> • G2012 Brief communication technology-based service, e.g. virtual check-in, by a physician or other qualified health care professional • G2010 Remote evaluation of recorded video and/or images submitted by an established patient 	For established patients ONLY
E-VISITS	A communication between a patient and a provider through an online patient portal.	Online digital evaluation and management service, for an established patient, for up to 7 days, cumulative time during the 7 days: <ul style="list-style-type: none"> • 99421 5-10 minutes • 99422 11-20 minutes • 99423 21 or more minutes Use GQ Modifier (asynchronous telecommunication system) to the codes listed above Qualified non-physician healthcare professional online assessment, for an established patient, for up to 7 days, cumulative time during the 7 days: <ul style="list-style-type: none"> • G2061 5-10 minutes • G2062 11-20 minutes • G2063 21 or more minutes 	For established patients ONLY
TELEPHONE SERVICES*	A communication between a patient and a provider via telephone (audio only)	Telephone evaluation and management service (medical discussion) provided by a physician to an established patient, parent, or guardian: <ul style="list-style-type: none"> • 99441 5-10 minutes • 99442 11-20 minutes • 99443 21-30 minutes * Several private payers cover telephone (audio only) services. Please verify with individual payers for specific reporting requirements	For established patients ONLY
REFERENCES			
Visit for additional information on Telehealth, Virtual check-in, and E-visits. Visit https://www.cms.gov/Medicare/Medicare-General-Information/Telehealth/Telehealth-Codes for the complete list of Medicare telehealth codes. Visit https://edit.cms.gov/files/document/medicare-telehealth-frequently-asked-questions-faqs-31720.pdf for "Medicare Telehealth Frequently Asked Questions (FAQs) published on March 17, 2020. Email MHMDPhysicianCodeTraining@memorialhermann.org or MHMGCodingEducation@memorialhermann.org if you have any questions regarding this communication.			