



COVID-19 Related Non-Face-to-Face Services Guide/Quick Reference Tool

Category	Codes	Allowable*	Associated Time	Code Description	Phase	Guidance**
Virtual Check In	G2012	\$15.42	5-10 minutes	Brief communication via telephone or technology-based service by a physician or other qualified health care professional who can report evaluation and management services, provided to an established patient to see if a visit or other service is needed.	Does not require any technology solution	Must be initiated by the patient. Requires verbal consent.
Telephone Services	99441		5-10 minutes	Telephone evaluation and management service provided by a physician/npp to a patient, parent, or guardian <ul style="list-style-type: none"> • Patient-initiated requiring the evaluation, assessment, and management of the patient. • For new or established patients • Not reported if related to an E/M visit 7 days prior or 24hrs after 	Does not require any technology solution	Requires management, co-insurance & consent.
	99442		11-20 minutes	Telephone evaluation and management service provided by a physician/npp to a patient, parent, or guardian <ul style="list-style-type: none"> • Patient-initiated requiring the evaluation, assessment, and management of the patient. • For new or established patients • Not reported if related to an E/M visit 7 days prior or 24hrs after 	Does not require any technology solution	Requires management, co-insurance & consent.
	99443		21-30 minutes	Telephone evaluation and management service provided by a physician/npp to a patient, parent, or guardian <ul style="list-style-type: none"> • Patient-initiated requiring the evaluation, assessment, and management of the patient. • For new or established patients • Not reported if related to an E/M visit 7 days prior or 24hrs after 	Does not require any technology solution	Requires management, co-insurance & consent.
Online Digital E/M Services	99421	\$16.15	5-10 minutes	Online digital E/M service, for an ext. patient, for up to 7 days, cumulative time during the 7 days <ul style="list-style-type: none"> • Patient-initiated requiring the evaluation, assessment, and management of the patient. • For new or established patients • Reported once in a 7-day period for the provider's cumulative time 	Requires technology based secure communication such as the EHR practice portal, email, secure messaging via Skype, FaceTime or WhatsApp, etc.	Requires management, co-insurance & consent.
	99422	\$32.60	11-20 minutes	Online digital E/M service, for an ext. patient, for up to 7 days, cumulative time during the 7 days <ul style="list-style-type: none"> • Patient-initiated requiring the evaluation, assessment, and management of the patient. • For new or established patients • Reported once in a 7-day period for the provider's cumulative time 	Requires technology based secure communication such as the EHR practice portal, email, secure messaging via Skype, FaceTime or WhatsApp, etc.	Requires management, co-insurance & consent.
	99423	\$52.67	21+ minutes	Online digital E/M service, for an ext. patient, for up to 7 days, cumulative time during the 7 days <ul style="list-style-type: none"> • Patient-initiated requiring the evaluation, assessment, and management of the patient. • For new or established patients • Reported once in a 7-day period for the provider's cumulative time 	Requires technology based secure communication such as the EHR practice portal, email, secure messaging via Skype, FaceTime or WhatsApp, etc.	Requires management, co-insurance & consent.
Telehealth E&M (Office/Clinic)	New Pts 99201-99205 Est Pts 99211-99215	\$109.46 (99203) \$78.77 (99213)	various	Follow E&M documentation guidelines. The 95' edition is effective and vitals are not required. https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNEdWebGuide/Downloads/95Docguidelines.pdf	Requires Full Telehealth capabilities including synchronous audio and video. Use modifier -95.	Follow E&M documentation guidelines. The 95' edition is effective and vitals are not required. https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNEdWebGuide/Downloads/95Docguidelines.pdf
Telehealth Services	180+ Codes	N/A	N/A	Visit this link for a complete list of CMS Approved Telehealth Services: www.cms.gov/Medicare/Medicare-General-Information/Telehealth/Telehealth-Codes	Requires Full Telehealth capabilities including synchronous audio and video. Use modifier -95.	Follow the guidance for the specific set of telehealth services being rendered.

*Actual Allowable amounts will vary.

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**This supplement is intended only as a quick reference guide for Medicare services. Before reporting a code, make sure to review all current coding and payer guidelines and requirements.

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*Commercial Plans

Due to the current state of emergency payors have been changing their requirements. It is recommended to contact your payers directly to determine the specific requirements and billing components pertaining to Telehealth or e-visits.