

Telemedicine Common "Office" COVID-19 Waiver 1135

Common Telemedicine Services: visits require interactive audio and video communication that permits real-time communication between you and the patient. (example: Updox, Skype, Facetime)

Documentation: Same as face to face encounter. Document that the visit is provided through telehealth, the location of the provider and patient, any other persons involved in the visit and time if 50% of visit is spent counseling. See physical exam info chart below:

Telehealth Established Patient Visit: (must meet 2 of 3 components) 95 Documentation Guidelines

| CPT Established | Time Requirement | History | Physical Exam | Decision Making |
|-----------------|------------------|------------------|---------------|-----------------|
| 99212 | 10 | Prob Focused | 1 | Straightforward |
| 99213 | 15 | Exp Prob Focused | 2-7 | Low |
| 99214 | 25 | Detailed | 2-7 | Moderate |
| 99215 | 40 | Comprehensive | 8 or more | High |

Telehealth New Patient Visit: (must meet 3 of 3 components) 95 Documentation Guidelines

| CPT New | Time Requirement | History | Physical Exam | Decision Making |
|---------|------------------|------------------|---------------|-----------------|
| 99201 | 10 | Prob Focused | 1 | Straightforward |
| 99202 | 20 | Exp Prob Focused | 2-7 | Straightforward |
| 99203 | 30 | Detailed | 2-7 | Low |
| 99204 | 45 | Comprehensive | 8 or more | Moderate |
| 99205 | 60 | Comprehensive | 8 or more | High |

Telephone Patient Visit: Time based codes used to report non-face-to-face patient services initiated by an established patient via the telephone. Service by a **physician or other qualified health care professional** who may report evaluation and management services provided to an **established** patient, parent, or guardian not originating from a related E/M service provided within the previous 7 days nor leading to an E/M service or procedure within the next 24 hours or soonest available appointment.

Documentation: Document assessment, plan, time and persons in attendance.

| CPT | Time Requirement |
|------------------|------------------|
| 99441 | 5-10 min |
| 99442 | 11-20 min |
| 99443 | 21-30 min |
| G2012 (Medicare) | 5-10 |

Virtual Check-ins: Brief communication services initiated by established patients that are unrelated to a medical visit within the previous 7 days and does not lead to a medical visit within the next 24 hours. Verbal consent must be obtained and documented.

Documentation: Document assessment, plan, time and persons in attendance.

| CPT/HCPCS | Time | Method |
|-----------|----------|---|
| G2012 | 5-10 min | Via phone, audio/visual, secure text, email or portal |
| G2010 | | Evaluation of recorded patient-submitted images/video |

Online E-Visits: are services initiated by established patients using patient portals. Billing is captured over a 7 day period on time-based communications. **Documentation:** Document assessment, plan, time and persons in attendance.

| CPT/HCPCS | Time | Notes |
|-------------|----------------|--|
| 99421 | 5-10 min | Performed by physicians, midwives, NP, PA, CRNA, CP & RD |
| 99422 | 11-20 min | Performed by physicians, midwives, NP, PA, CRNA, CP & RD |
| 99423 | 21 min or more | Performed by physicians, midwives, NP, PA, CRNA, CP & RD |
| G2061-G2063 | | Non-physician provider services such as PT, OT, etc |

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Modifiers: **GT** or **95** (UHC) **GQ** (Cigna) **CR** (Cigna COVID-19 cases) **GO** (CMS stroke only)

