

UCOE Guidance for Telemedicine Services

TYPE OF SERVICE	WHAT IS THE SERVICE?	COMMUNICATION TOOL	BILLING CODE	PATIENT RELATIONSHIP WITH PROVIDER
Video-Audio Visit (Telehealth)	Provider to patient visit using interactive audio and video telecommunications	* RingCentral Videoconferencing **Zoom (UCSF)	Common Telehealth services include: 99201-99205 99211-99215	New Patient or Established Patient
Audio Only Visit	Telephone Evaluation and Management Service	Phone	99441 99442 99443	Established Patients
Electronic Visit (E-visit)	Online communication with patient through portal	EPIC MyChart (UMA) EMA Portal (DERM) AxS Health App (ORTHO)	99421 99422 99423	Established Patients

Standards of care for patients remain the same as if seen in person

*Preferred

**UCOE support staff unable to assist due to access

CCFMG Telehealth Workgroup:

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Video-Audio Visit (Telehealth)

CPT Codes / Descriptions	Eligible Providers	Means of Use	Documentation Best Practices
<p>New Patient: 99201-99205</p> <p>Office or other outpatient visit for the evaluation and management of a new patient</p> <p>Established Outpatient: 99211-99215</p> <p>Office or other outpatient visit for the evaluation and management of an established patient</p>	<p style="text-align: center;">Physicians APP'S RD'S</p> <p style="text-align: center;">Nutritional professionals</p>	<p>Communication technology that uses an interactive audio and video telecommunication system that permits real-time communication between the distant site and the patient at home.</p> <p>Appropriate Use: Videoconferencing</p> <p>Inappropriate Use: Telephone conversation, email, instant messaging conversation, or fax</p>	<ul style="list-style-type: none"> • Patient consent to be made verbally or in writing and each visit requires the physician to document the consent. • Documentation for the elements of an E&M service remains the same. • Documenting for visits based on time (instead of the elements of a visit) must include total time with a statement that >50% of the telehealth encounter was devoted to counseling and/or coordination of care, along with a summary of the discussion. • Document a statement to indicate that the service was performed through telehealth. <p>*See Telehealth 'dot phrase' example below:</p>

Telehealth Services 'dot phrase' example:

"I performed this service using real-time telehealth tools, including a live video connection between my location and the patient's location. Prior to initiating the service, I obtained informed verbal consent to perform this service using telehealth tools and answered all of the patient's questions about the telehealth interaction."

***A list of all available codes for telehealth services can be found at:**

<https://www.cms.gov/Medicare/Medicare-General-Information/Telehealth/Telehealth-Codes>

Also, refer to CPT **Appendix P** for a complete list of applicable Telehealth services

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Audio Only Visit

Who Can Bill?	WHAT IS THE SERVICE?	BILLING CODE	DISCUSSION TIME	CRITERIA FOR USE
A Physician or Other Qualified Health Care Professional	Telephone E&M services with an established patient	99441	5-10 minutes	<ul style="list-style-type: none"> • Discussion must be initiated by the patient, parent or guardian • Document the reason for communication, pertinent data reviewed assessment and plan • Not separately billable if related to an E&M service provided within the previous 7 days or leading to an E&M service or procedure within the next 24 hours (or soonest available appointment) • Document time spent in discussion
		99442	11-20 minutes	
		99443	21-30 minutes	

Audio Only Visit Consent example:

“This visit was completed via telephone communications due to the restrictions of the COVID-19 pandemic. All issues as below were discussed and addressed but no physical exam was performed. The patient initiated and consented to this telephone encounter.”

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E-Visits

CPT Codes / Descriptions	Means of Use	Requirements for Use	Documentation Best Practices
99421 Patient initiated online digital evaluation and management service; 5 – 10 minutes	Conducted via a patient portal (EPIC MyChart, EMA portal) patient-initiated on-line inquiry Non-face-to-face services include: <ul style="list-style-type: none"> • Communication • Prescriptions • Laboratory orders 	<ul style="list-style-type: none"> • Provided to an established patient • Can be provided up to 7 days, cumulative time during the 7 days • All communications must be documented, including time, and a summary must be sent to the patient’s primary care provider 	<ul style="list-style-type: none"> • Patient’s written online consent must be documented in the patient record. <i>*See documentation example for consent below:</i> • Documentation of time • Documentation that briefly outlines the online discussion within the patient record.
99422 Patient initiated online digital evaluation and management service; 11 – 20 minutes			
99423 Patient initiated online digital evaluation and management service; 21 or more minutes			

E-visit Consent example:

“This visit was completed via EPIC MyChart due to the restrictions of the COVID-19 pandemic. All issues as below were discussed and addressed but no physical exam was performed. The patient initiated and consented to this online visit.”

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