

Virtual Check-Ins

HCPCS Code / Description	Eligible Providers	Requirements for Use	Documentation Best Practices
<p>G2012 Brief communication technology-based service (e.g. virtual check-in)</p>	<p>Physician or APP'S who can report E&M services</p>	<ul style="list-style-type: none"> • Provided to an established patient • Patient verbal consent required • 5-10 minutes of medical discussion • Cannot originate from an E&M service performed within the last 7 days • Cannot lead to an E&M service performed within the next 24 hours (or the soonest available appt.) • Performed via synchronous and asynchronous communication • No geographical or site restrictions (any places of residence, nursing homes, Assisted Living Facilities) 	<ul style="list-style-type: none"> • Patient's verbal consent must be documented in the patient record. <i>*See documentation example for consent below:</i> • Documentation that briefly outlines the medical discussion within the patient record. • Document the type of virtual communication that was used (e.g. phone, audio visit, secure text message, email).

Virtual Check-in Phone Consent example:

"This visit was completed via telephone 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 verbally consented to this telephone visit.