

Telehealth and Telephone Documentation and Billing

Telehealth Visits:

For a telehealth visit, the documentation must state what program was used for the virtual visit, and that audio **AND** video were used. Per Medicare Telehealth Policy, "Provider must use interactive audio and video telecommunications system that permits real-time communication". If only telephone/audio is being used, telehealth modifiers and billing are not allowed. A telephone evaluation and management needs to be billed (see following page).

CMS states that a telehealth documentation must include a statement indicating service provided via telemedicine:

- Program used for communication
- Audio and video were used for the visit
- Consent from patient to provide care through telehealth
- Patient location
- Provider location

These codes will be billed as E/M codes, with the telehealth box clicked on the superbill, the -T at the end of the code, and a 95 modifier. Example is below:

EM Coding

OV New	OV Est	Consult	Counseling	Well Care Ages	New WC	Estab WC	
<input type="radio"/> 99201	<input type="radio"/> 99211	<input type="radio"/> 99241	<input type="radio"/> 99401	Under 1 Year	<input type="radio"/> 99381	<input type="radio"/> 99391	PreNatal Visit 4-6 59425 <input type="checkbox"/>
<input type="radio"/> 99202	<input type="radio"/> 99212	<input type="radio"/> 99242	<input type="radio"/> 99402	1 to 4 years	<input type="radio"/> 99382	<input type="radio"/> 99392	PreNatal Visit > 6 59426 <input type="checkbox"/>
<input type="radio"/> 99203	<input type="radio"/> 99213	<input type="radio"/> 99243	<input type="radio"/> 99403	5 to 11 years	<input type="radio"/> 99383	<input type="radio"/> 99393	No Charge/Post-Op/Re-Check 99024 <input type="checkbox"/>
<input type="radio"/> 99204	<input checked="" type="radio"/> 99214	<input type="radio"/> 99244	<input type="radio"/> 99404	12 - 17 years	<input type="radio"/> 99384	<input type="radio"/> 99394	After Hrs Sunday/Holiday 99051 <input type="checkbox"/>
<input type="radio"/> 99205	<input type="radio"/> 99215	<input type="radio"/> 99245		18 - 39 years	<input type="radio"/> 99385	<input type="radio"/> 99395	After Hrs 10pm - 8am 99053 <input type="checkbox"/>
				40 - 64 years	<input type="radio"/> 99386	<input type="radio"/> 99396	In Office Emergency 99058 <input type="checkbox"/>
				65 years and older	<input type="radio"/> 99387	<input type="radio"/> 99397	Out of Office Emergency 99060 <input type="checkbox"/>

Transitional Care

<input type="radio"/> 99495	<input type="radio"/> 90791	Medicare Wellness	Additional E&M Codes	<input checked="" type="checkbox"/> Telehealth	Accept Assignment <input type="checkbox"/>
<input type="radio"/> 99496	<input type="radio"/> 90792	<input type="radio"/> G0402 - Welcome	<input type="text" value="Submit EM Code"/>		EM Discount: <input type="text"/>
		<input type="radio"/> G0438 - Initial	1 EM Code(s) Submitted		
		<input type="radio"/> G0439 - Subsequent			

Procedure Codes

Clear CPT Code

CPT Code: Qty: 1 Svc Date: 07/23/2020

Dx Code:

Protine INR

Apply TriCare Modifier

Billing Complete Tag Individual Tag Blanks Modify Billings

CPT	Mod 1	Mod 2	Description	Dx 1	Dx 2	Dx 3	Dx 4	Units	Uniq Id
9921-T	95		E&M Telemedicine	K70.10	K21.0	R19.7	K64.8	1.00	68326B3B-5EF3-41B8-A

Telephone Calls:

When providers are furnishing an evaluation and management (E/M) service that would otherwise be reported as an in-person or telehealth visit, using audio-only technology, CPT codes 99441-99443 may be billed. These are time-based codes, so the time spent on the phone for the medical discussion will need to be documented.

- 99441–Telephone evaluation and management service by a physician or other qualified health care professional; 5–10 minutes of medical discussion
- 99442–Telephone evaluation and management service by a physician or other qualified health care professional; 11–20 minutes of medical discussion
- 99443–Telephone evaluation and management service by a physician or other qualified health care professional; 21–30 minutes of medical discussion

99496
 90792
 G0438 - Initial
 G0439 - Subsequent

 EM Discount:

1 EM Code(s) Submitted

Procedure Codes [Clear CPT Code](#)
 CPT Code: Qty: Svc Date:
[Favorite Codes](#) [Allergy Codes](#) Dx Code: Prtime INR

[Apply TriCare Modifier](#) Superbill Submitted [Tag Individual Tag Blanks](#) [Modify Billings](#)

CPT	Mod 1	Mod 2	Description	Dx 1	Dx 2	Dx 3	Dx 4	Units	Uniq Id
99442			Telephone E&M	E11.40	I73.9			1.00	5516837E-1460-4AF8-8;