Telehealth Services

Type of Service	Service Method	Service Description	HCPCS / CPT Codes	Payer Coverage	Patient Status	Documentation Requirements
Telehealth Visits	Virtual Face-to-Face	An E/M visit with a provider that uses telecommunication systems between provider & patient	99201 – 99215 (Office outpatient visits)	Medicare, Medicaid and Commercial Payers **Aetna, Cigna & UHC –covers E/M visit both audio visual and audio only**	New or Established	Documentation requirements for E/M and Behavioral Health encounters must meet criteria established by CPT guidelines. Documentation for E/M visits based on Time must include: Total time of visit; 50% or more of total visit spent counseling and/or coordination of care; content of counseling. Behavioral Health Services base on time must include the overall time of the encounter.
Virtual Check-in	Virtual Face-to-Face Telephone	A brief check-in with provider via telephone or other telecommunication device (5-10 minutes); Remote evaluation of recorded video and or images submitted by an established patient	G2012 G2010	Medicare, Medicare Advantage Plans and Commercial Payers – verify coverage	**New** or Established	Documentation for Virtual Check-in visits should include summary of issues discussed during call, plan for patient as a result of the call.
E-Visits	Communication through Patient Portal	Digital E/M non-Face-to-Face encounters; Digital communication by a non-physician healthcare provider	99421 – 99423 G2061 – G2063	Medicare, Medicare Advantage Plans and Commercial Payers – verify coverage	Established Only	Documentation for E-Visits (through patient portal) should indicate contact initiated by patient though portal, include issues discussed during the e-visit, plan for patient as a result of the e-visit.
Physician Telephone Services	Telephone Communication without video.	Telephone E/M service. Time base.	99441 - 99443	**MEDICARE** and Commercial Payers - Verify payer coverage Not covered by Medicaid	Established Only	Documentation for Telephone E/M Services should include summary of issues discussed during call, plan for patient as a result of the call, total time of the call

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Non- Physician Telephone Services	Telephone Communication without video.	Telephone E/M service provided by **non-physician clinician**. Time base.	98966-98968	**MEDICARE,** And Commercial Payers - Verify payer coverage Not covered by Medicaid	Established Only	Documentation for Telephone E/M Services should include summary of issues discussed during call, plan for patient as a result of the call, total time of the call

TELEHEALTH BILLABLE SERVICES

HCPCS / CPT Code	Telehealth Services	Time
99201	Level 1 – New patient office visit	10 Minutes
99202	Level 2 – New patient office visit	20 Minutes
99203	Level 3 – New patient office visit	30 Minutes
99204	Level 4 – New patient office visit	45 Minutes
99205	Level 5 – New patient office visit	60 Minutes
99211	Level 1 – Est patient office visit	5 Minutes
99212	Level 2 – Est patient office visit	10 Minutes
99213	Level 3 – Est patient office visit	15 Minutes
99214	Level 4 – Est patient office visit	25 Minutes
99215	Level 5 – Est patient office visit	40 Minutes
G2010	Remote evaluation of recorded video and/or images submitted by an Est. patient; including interpretation with follow-up with the patient within 24 business hours.	N/A
G2012	Brief virtual check-in, Est patient using a telephone or other telecommunication device to determine whether an office visit or other service is needed.	5 – 10 Minutes
99421	Digital E/M service Est patient, cumulative time during a 7 day period.	5 – 10 Minutes
99422	Digital E/M service Est patient, cumulative time during a 7 day period.	11 – 20 Minutes
99423	Digital E/M service Est patient, cumulative time during a 7 day period.	21+ Minutes

Code	Description	Time
G2061	NPP online assessment Est patient, cumulative time during a 7 day period	5 – 10 Minutes
G2062	NPP online assessment Est patient, cumulative time during a 7 day period	11 – 20 Minutes
G2063	NPP online assessment Est patient, cumulative time during a 7 day period	21+ Minutes
99441	Telephone E/M service by a physician or other qualified health care professional who may report evaluation and management services provided to an established patient	5 – 10 Minutes
99442	Telephone E/M service by a physician or other qualified health care professional who may report evaluation and management services provided to an established patient	11 – 20 Minutes
99443	Telephone E/M service by a physician or other qualified health care professional who may report evaluation and management services provided to an established patient,	21 – 30 Minutes
98966	Telephone E/M service by a non-physician (clinical staff) provided to an established patient	5 – 10 Minutes
98967	Telephone E/M service by a non-physician (clinical staff) provided to an established patient	11 – 20 Minutes
98968	Telephone E/M service by a non-physician (clinical staff) provided to an established patient	21 – 30 Minutes
99309	Subsequent Nursing Visit – Level 3	25 Minutes
99310	Subsequent Nursing Visit – Level 4	35 Minutes
99354	Prolonged service – E/M or Psychotherapy – beyond typical time of primary procedure. First hour. (Add-on code)	30 – 74 Minutes – beyond the initial procedure
99355	Prolonged service – E/M or Psychotherapy – beyond typical time of primary procedure. Each additional 30 Minutes. (Add-on code to 99354)	Each additional 30 minutes - beyond the additional 74 after the initial procedure

Modifiers:

Modifier	Description
GT	Via interactive audio and video telecommunication system
95	Synchronous Telemedicine Service Rendered Via a Real-Time Interactive Audio and Video Telecommunications System
GQ	Via asynchronous telecommunications system
G0	Telehealth services for diagnosis, evaluation, or treatment, of symptoms of an acute stroke

Telehealth Billing Guide

Date 4/2/2020

Service Descriptions and Codes	CareFirst	United Health Care	Aetna	Cigna	Medicare
Telehealth Visits E/M Office visits CPT codes: 99201-992015	POS = 02; Modifier GT or 95	POS =02; Modifier GT or 95 (Exception *Telephone audio only is now allowed by UHC)	POS = 02; Modifier GT or 95 (Exception: *Aetna will cover minor acute E/M serivces rendered via telephone. A visual connection is not required.)	POS = 11; Modifier GQ (Exception *Telephone audio only is now allowed by Cigna)	POS = 11; **95 Modifier** **(Effective 4/3/20)**
Virtual Check-in - Brief audio and/or visual communication CPT Codes: G2012 , G2010	Not covered under current CareFirst Telehealth policy	POS 11; No modifier	POS 11; No Modifier. CPT: G2012 Covered by Medicare Advantage plans only	Covers only G2012 POS 11; No Modifier	POS 11; No modifier
E-Visits - Communication through Patient Portal CPT Codes: 99421 – 99423 G2061 – G20632	Not covered under current CareFirst Telehealth policy	POS 11; No modifier	POS 11; No Modifier CPTCodes G2061-G2063 - covered	Not covered under current Cigna policy	POS 11; No modifier; CPT codes 99421 - 99423 - Not covered by Medicare
Physician Telephone Services - Telephone Communication without video, Audio Only CPT Codes: 99441 - 99443	Carefirst will allow 99441-99443 = flat fee of $20.00	Not covered under current UHC policy	POS 11; No Modifier.	Not covered under current Cigna policy	POS 11; No modifier
Non- Physician Telephone Services - Telephone Communication without video, Audio Only CPT Codes: 98966-98968	Not covered under current CareFirst Telehealth policy	Not covered under current UHC policy	POS 11; No Modifier.	Not covered under current Cigna policy	POS 11; No modifier

Resources:
https://individual.carefirst.com/individuals-families/about-us/coronavirus-healthcare-providers.page
https://individual.carefirst.com/carefirst-resources/pdf/carefirst-telemedicine-code-modifier.pdf
www.uhcprovider.com/en/resource-library/news/provider-telehealth-policies.html
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https://static.cigna.com/assets/chcp/resourceLibrary/medicalResourcesList/medicalDoingBusinessWithCigna/medicalDbwcCOVID-19.html
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