Does it involve use of video?

NO

Will this encounter determine if an office visit is necessary?

NO

Is communication with the patient audio only (telephone)?

NO

Codes 99201-99205 or 999211-99215 for telehealth

YES

Is it synchronous (real time)?

YES

Code G2010 for virtual check-in

NO

(Asynchronous)

YES

Code G2010 for virtual check-in

NO

Code 99421-99425 for an e-visit

YES

Code 99441-99443 for a telephone E&M visit

This information is based on guidance the Centers for Medicare & Medicaid Services has provided during the COVID-19 public health emergency. Always check with Medicaid and the individual commercial payers as their policies may vary by plan.

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## Telemedicine Coding Chart

<table>
<thead>
<tr>
<th>TYPE OF VISIT</th>
<th>KEY CONSIDERATIONS</th>
<th>CODING</th>
</tr>
</thead>
</table>
| Telemedicine/Telehealth | • Must involve synchronous audio and video technology  
• Meets same standard as in-person visit  
• Is paid at the same rate as regular, in-person visits                                                                                                                                                  | Access [a complete list](#) of covered Medicare telehealth services                                                                                                                                  |
| Virtual Check-in    | • Is for new and established patients  
• Can be performed by a physician or other qualified health care professional able to report evaluation and management (E&M) services but is not an E&M visit  
• Must be patient-initiated  
• Does not originate from a related E&M service within the previous seven days, nor lead to an E&M service or procedure within the next 24 hours or soonest available appointment  
• Is a five- to-10-minute medical discussion  
• Can be conducted via audio/video, audio only, or store-and-forward communication  
• Is not meant to take place of a visit (telemedicine, in-person, or alternative audio-only phone call)  
• Tip: Think of this as a triage phone call to determine if the patient needs an E&M visit.                                                                                                                  | [HCPCS code G2012](#) for brief communication technology-based service  
[HCPCS code G2010](#) for remote evaluation of recorded video and/or images submitted by an established patient, with patient follow-up within 24 business hours |
| E-Visit             | • Must be patient-initiated  
• Is for established patients  
• May occur over seven-day period  
• Is conducted via patient portal, non-face-to-face  
• Is asynchronous (store-and-forward – not real time)  
• Essentially, is email communication                                                                                                                                                                     | Clinicians:  
CPT 99421 – Cumulative time 5-10 minutes  
CPT 99422 – Cumulative 11-20 minutes  
CPT 99423 – Cumulative 21 or more minutes  
Other licensed professionals:  
G2061 – Cumulative 5-10 minutes  
G2062 – Cumulative 11-20 minutes  
G2063 – Cumulative 21 or more minutes  
CPT 99441 – 5-10 minute medical discussion  
CPT 99442 – 11-20 minute medical discussion  
CPT 99443 – 21-30 minute medical discussion |
| Telephone E&M Service | • Is an audio-only E&M service  
• Is for new and established patients  
• May be provided to a patient, parent, or guardian  
• Is used for a patient visit when audio/video telemedicine technology is not available                                                                                                                                 | CPT 99441 – 5-10 minute medical discussion  
CPT 99442 – 11-20 minute medical discussion  
CPT 99443 – 21-30 minute medical discussion                                                                                                                                                    |
| Remote Patient Monitoring | • Is for new and established patients  
• Is used to monitor acute and chronic conditions  
• Can be provided to a patient with one or more diagnoses                                                                                                                                              | CPT 99091 – Collection and interpretation of physiologic data, digitally stored and/or transmitted by the patient to the physician, requiring a minimum of 30 minutes of time.  
CPT 99453 – Device education and training (one-time fee)  
CPT 99454 – Device/transmission reimbursement (monthly fee)  
CPT 99457 – Remote physiological monitoring (monthly fee, first 20 minutes)  
CPT 99458 – Remote physiological monitoring (monthly fee, each additional 20 minutes)  
CPT 99473 – Self-measure blood pressure patient education  
CPT 99474 – Self-measure blood pressure, 2 readings (BID) for 30 days                                                                                                                        |

**Note:** To the extent the 1135 waiver requires an established relationship, the U.S. Health and Human Services Department will not conduct audits to ensure that such a prior relationship existed for claims submitted during this public health emergency.

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