

Coding for Telemedicine Visits

Telemedicine visits provided as real-time interactive audio and video telecommunications usually are billable; telephonic-only visits may also be billable, depending on the payer. Make sure your agency follows state and federal guidance, as you continue to offer services via telemedicine in the future. Each payer(s)-specific coding and billing policy for a telemedicine visit should be reviewed periodically.

Table 1. Frequently used codes for telemedicine visits

CPT/HCPCS	DESCRIPTION
Telehealth	Monitor payer guidance for changes following the end of the COVID-19 public health emergency (PHE) on May 11, 2023. Use -95 modifier with the E/M code for audiovisual visits. Use -93 modifier with the E/M code for synchronous telemedicine service rendered via telephone or other real-time interactive audio-only telecommunications system
99202 – 99205	Evaluation and management (E/M) of a new patient
99211 – 99215	Evaluation and management (E/M) of an established patient
Virtual Check-in	Virtual check-in codes were added in March 2020 in response to the COVID-19 PHE. These may not be allowable in the long term. No modifiers are necessary.
G2012	Brief communication technology-based service; 5–10 minutes of medical discussion
G2252	Brief communication technology-based service; 11–20 minutes of medical discussion
G2010	Remote evaluation of recorded video and/or images submitted by an established patient (e.g., store and forward), including interpretation with follow-up with the patient within 24 business hours
Telephone E/M Services	Telephone E/M service by a physician or other qualified health care professional not originating from a related E/M service provided within the previous 7 days nor leading to an E/M service procedure within the next 24 hours or soonest available appointment. No modifiers are necessary.
99441	5–10 minutes of medical discussion
99442	11–20 minutes of medical discussion
99443	21–30 minutes of medical discussion

REFERENCES:

2023 CPT® Evaluation and Management (E/M) Code and Guideline Changes effective January 1, 2023:
<https://www.ama-assn.org/system/files/2023-e-m-descriptors-guidelines.pdf>

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