

## MEDICARE

Communicating parties	Communication Method	Example	HCPCS/CPT Code	CPT descriptor	Modifier Needed?	Place Of Service Code
Telecommunication Triage (virtual check-in)						
New/Established patient initiated with the physician or non-physician clinician	Synchronous telecommunication (the virtual encounter can be performed via telephone or other telecommunications device)	The dermatologist triages a patient initiated online, real-time, audio-video, two-way communication to determine if an in-office visit is necessary.	98016	Brief communication technology-based service (eg, virtual check-in) by a physical or other qualified healthcare professional who can report evaluation and management services, provided to an established patient, not originating form a related evalution and management service provided withing the previews 7 days nor leading to an evalutaion and management service or procedure within the next 24 hours or soonest available appointment, 5-10 minutes of medical discussion	93/95	PS 02
			G2252	11-20 minutes, established patients only	95	11
Non Face-to-Face (virtual)						
New/Established patient initiated with the physician or non-physician clinician	Asynchronous or store and forward technology*	Patient submits an image of a lesion to the dermatologist via email or other electronic technology. Dermatologist reviews the image and responds to the patient with diagnosis and treatment plan	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, not originating from a related E/M service provided within the previous 7 days nor leading to an E/M service or procedure within the next 24 hours or soonest available appointment	95	11
	Asynchronous or store and forward technology  Requires use of a HIPAA-compliant secure platform, (e.g., EHR portals, secure email, or other digital applications), which allows digital communication with the physician.*  *During COVID-19 Public Health Emergency, this requirement is waived.	Patient submits an image of a lesion to the dermatologist via email or during the 7 days; 5-10 minutes EHR portal. Dermatologist reviews the image and responds to the patient with diagnosis and 11-20 minutes treatment plan	99421	Online digital evaluation and management service, for an established patient, for up to 7 days, cumulative time during the 7 days; 5-10 minutes	95	11
			99422	11-20 minutes	95	11
			99423	21 or more minutes	95	11
Physician-to-physician	Telephone (verbal) and internet or electronic health record (EHR portal)	An internist contacts the dermatologist requesting a consultation for a patient being seen. The dermatologist communicates verbally with the internist and submits a written report to the requesting physician.	99446	Interprofessional telephone/Internet/electronic health record assesment and management service provided by a consultative physician, including a verbal and written report to the patient's treating/requesting physician or other qualified healthcare professional; 5-10 minutes of medical consultative discussion and review	95	11
			99447	11-20 minutes of medical discussion and review	95	11
			99448	21-30 minutes of medical discussionand review	95	11
			99449	31 minutes or more of medical consultative discussion and review	95	11
	Majority (greater than 50%) of the services is provided via Internet or EHR portal	An internist contacts the dermatologist requesting a consultation for a patient being seen. The dermatologist submits a written report to the requesting physician.	99451	Interprofessional telephone/Internet/electronic health record assesment and management service provided by a consultative physician, including a written report to the patient's treating/ requesting physician or other qualified health care professional, 5 minutes or more of medical consultative time	95	11
Physician or non physician clinician	Telephone/internet/EHR portal	Dermatologist discusses options for immunosuppressive therapy for a skin disease with the patient's oncologist, who is treating the patient for an active malignancy.	99452	Interprofessional telephone/Internet/electronic health record referral service(s) provided by a treating/ requesting physician or other qualified health care professional, 30 minutes	95	11

## PRIVATE/COMMERCIAL PAYERS: RULES VARY SO CHECK WITH YOUR PAYER ON MODIFIER AND CODING REQUIREMENTS

Communicating parties	Communication Method	Example	HCPCS/CPT Code	CPT descriptor
Non Face-to-Face Services (virtual)				
Physician or non-physician clinician and patient interaction	<b>Synchronous audio-video or audio only visit (per calendar date)</b>  Report for new or established patient encounters using synchronous audio and video OR audio only telemedicine services.  These services may be reported for based on medically appropriate history and/or examination and or total time spent on the date of the encounter.	The encounter may be initiated by the dermatologist, non-physician clinician (NPC), or the patient/family/caregiver to assess or reassess the patient's response to treatment or address any complications related to the treatment plan from a previous dermatologic visit	98000 - 98015	<b>Synchronous audio-video visit OR synchronous audio only visit</b> for the evaluation and management of a new patient, which requires a medically appropriate history and/or examination and medical decision making.
	Reported for established patients only. The service is patient-initiated and intended to evaluate whether a more extensive visit type is required (eg, an office or other outpatient E/M service [99212, 99213, 99214, 99215]). Video technology is not required.	Encounter describes a service of shorter duration than the audio-only services and has other restrictions that are related to the intended use as a "virtual check-in" or triage to determine if another E/M service is necessary.	98016	<b>Brief communication technology-based service</b> (eg, virtual check-in) by a physical or other qualified healthcare professional who can report evaluation and management services, provided to an established patient, not originating from a related evaluation and management service provided within the previous 7 days nor leading to an evaluation and management service or procedure within the next 24 hours or soonest available appointment, 5-10 minutes of medical discussion.
Established patient initiated with the physician or non-physician clinician	Asynchronous or store and forward technology  Requires use of HIPAA-compliant secure platform, (e.g., EHR portals, secure email, or other digital applications), which allows digital communication with the physician.	Patient submits an image of a lesion to the dermatologist via email or EHR portal. Dermatologist reviews the image and responds to the patient with diagnosis and treatment plan	99421	Online digital evaluation and management service, for an establishment patient, for up to 7 days, cumulative time during the 7 days; 5-10 minutes
			99422	11-20 minutes
			99423	21 or more minutes
Interprofessional Telephone/Internet/Electronic Health Record Consultations				
Physician-to-physician	Telephone (verbal) and internet or electronic health record (EHR portal)	An internist contacts the dermatologist requesting a consultation for a patient being seen. The dermatologist communicates verbally with the internist and submits a written report to the requesting physician.	99446	Interprofessional telephone/Internet/electronic health record assessment and management service provided by a consultative physician, including a verbal and written report to the patient's treating/requesting physician or other qualified health care professional; 5-10 minutes of medical consultative discussion and review
			99447	11-20 minutes of medical discussion and review
			99448	21-30 minutes of medical discussion and review
			99449	31 minutes or more of medical consultative discussion and review
	Majority (greater than 50%) of the services is provided via Internet or EHR portal	An internist contacts the dermatologist requesting a consultation for a patient being seen. The dermatologist submits a written report to the requesting physician.	99451	Interprofessional telephone/Internet/electronic health record assessment and management service provided by a consultative physician, including a written report to the patient's treating/requesting physician or other qualified health care professional, 5 minutes or more of medical consultative time
Physician or non-physician clinician	Telephone/Internet/EHR portal	Dermatologist discusses options for immunosuppressive therapy for a skin disease with the patient's oncologist, who is treating the patient for an active malignancy.	99452	Interprofessional telephone/Internet/electronic health record referral service(s) provided by a treating/ requesting physician or other qualified health care professional, 30 minutes