Telehealth visits MUST be requested by the patient and/or guardian. If requested by a dermatologist or non-physician clinician, the visit cannot be billed as a virtual encounter.

VISIT REQUESTED BY PATIENT OR GUARDIAN

HOW WAS THE ENCOUNTER INITIATED?

- Telephone call with or without images and/or pre-recorded video
  - Is the virtual encounter related to a previous E/M service within the past 7 days OR will the patient be seen in the office in the next 24 hours or next available appointment?
    - YES
      - Visit cannot be reported as virtual encounter
      - Report telephone triage, virtual check-in: G2012
    - NO
      - Is this patient a Medicare beneficiary?
        - YES
          - Report telephone communication: • 99441 (5-10 minutes)
          • 99442 (11-20 minutes)
          • 99443 (21+ minutes)
        - NO
          - Is the virtual encounter less than 10 minutes to determine if an office E/M visit is needed?
            - YES
            - NO
              - Visit cannot be reported as virtual encounter
              - Report virtual check-in triage: G2012 (less than 10 minutes)
  - Real time video and audio (e.g. telemedicine platform, Facetime, etc)
  - Online, email, or other digital application (e.g. EHR portal)

- Is this patient a Medicare beneficiary?
  - YES
    - Is the virtual encounter related to a previous E/M service within the past 7 days OR will the patient be seen in the office in the next 24 hours or next available appointment?
      - YES
        - Visit cannot be reported as virtual encounter
      - NO
        - Was an image or video sent with the communication?
          - YES
            - Report online encounter: • 99421 (5-10 minutes)
            • 99422 (11-20 minutes)
            • 99423 (21+ minutes)
          - NO
            - Visit cannot be reported as virtual encounter

- Is the virtual encounter less than 10 minutes to determine if an office E/M visit is needed?
  - YES
    - Visit cannot be reported as virtual encounter
  - NO
    - Visit cannot be reported as virtual encounter

For more information, see: aad.org/practicecenter

The AAD has based its coding resources and education efforts on CPT guidelines. Times associated with E/M levels are based on the current CPT code descriptors and guidelines.