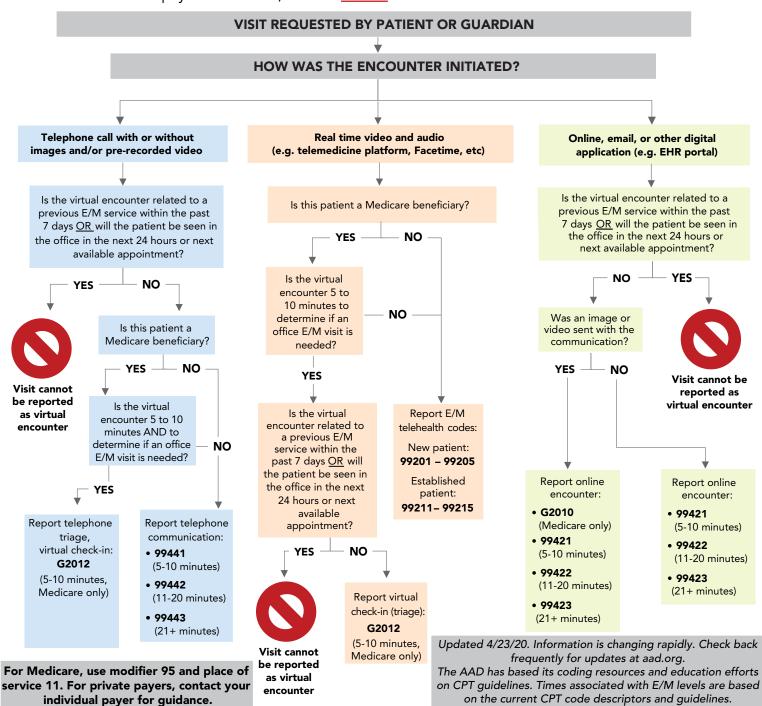# Practice Management Center

Coding for Telehealth Encounters

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

NO → Is this patient a Medicare beneficiary?

- **YES** → Is the virtual encounter 5 to 10 minutes AND to determine if an office E/M visit is needed?
  - **YES** → Report telephone triage, virtual check-in: **G2012** (5-10 minutes, Medicare only)
  - **NO** → Report telephone communication:
    - **99441** (5-10 minutes)
    - **99442** (11-20 minutes)
    - **99443** (21+ minutes)
- **NO** → Report telephone communication:
  - **99441** (5-10 minutes)
  - **99442** (11-20 minutes)
  - **99443** (21+ minutes)

For Medicare, use modifier 95 and place of service 11. For private payers, contact your individual payer for guidance.

Real time video and audio (e.g. telemedicine platform, Facetime, etc)

Is this patient a Medicare beneficiary?

YES → Is the virtual encounter 5 to 10 minutes to determine if an office E/M visit is needed?
  - **NO** → Report E/M telehealth codes: New patient: **99201 – 99205** Established patient: **99211– 99215**
  - **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** → Report virtual check-in (triage): **G2012** (5-10 minutes, Medicare only)

NO → Report E/M telehealth codes: New patient: **99201 – 99205** Established patient: **99211– 99215**

Online, email, or other digital application (e.g. EHR portal)

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?

NO → Was an image or video sent with the communication?
  - **YES** → Report online encounter:
    - **G2010** (Medicare only)
    - **99421** (5-10 minutes)
    - **99422** (11-20 minutes)
    - **99423** (21+ minutes)
  - **NO** → Report online encounter:
    - **99421** (5-10 minutes)
    - **99422** (11-20 minutes)
    - **99423** (21+ minutes)

YES → Visit cannot be reported as virtual encounter

Updated 4/23/20. Information is changing rapidly. Check back frequently for updates at aad.org.
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.

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