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 NO

Visit cannot be reported as virtual encounter

Is this patient a Medicare beneficiary?

YES NO

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

NO

Report telephone communication:
- 99441 (5-10 minutes)
- 99442 (11-20 minutes)
- 99443 (21+ minutes)

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

Is this patient a Medicare beneficiary?

YES NO

Is the virtual encounter less than 10 minutes to determine if an office E/M visit is needed?

YES

Report E/M telehealth codes:
- New patient: 99201 – 99205
- Established patient: 99211 – 99215

NO

Report virtual check-in (triage): G2012 (less than 10 minutes)

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?

YES NO

Was an image or video sent with the communication?

YES NO

Visit cannot be reported as virtual encounter

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

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