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

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
- NO

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

Report online encounter:
- G2010 (Medicare only)
- 99421 (5-10 minutes)
- 99422 (11-20 minutes)
- 99423 (21+ minutes)

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.

Updated 3/31/20. Information is changing rapidly. Check back frequently for updates at aad.org

For more information, contact the Academy’s Practice Management Center:
EMAIL: coding@aad.org • WEBSITE: aad.org/practicecenter

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