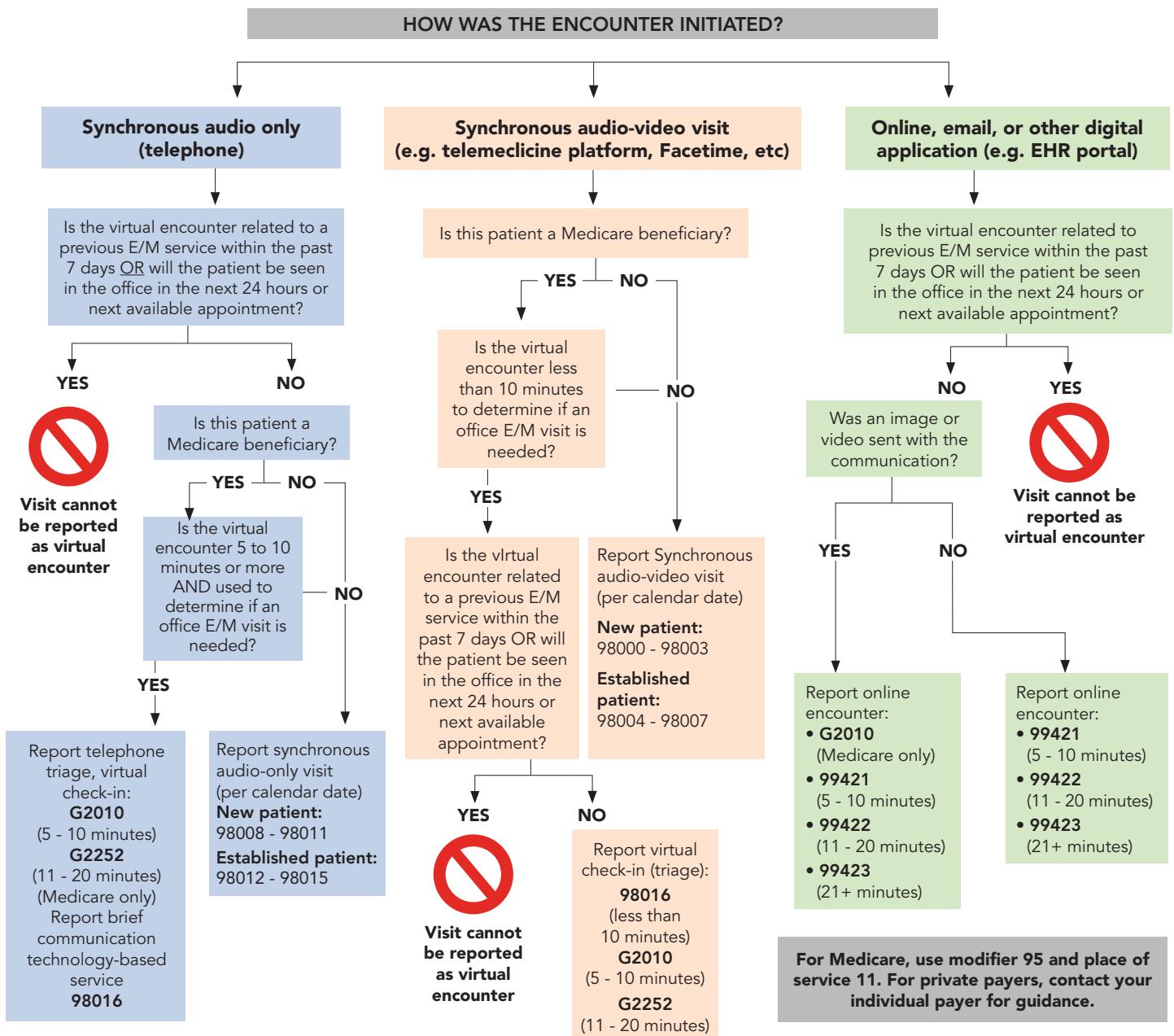# Coding for Telehealth Encounters

An encounter may be initiated by the dermatologist, non-physician clinician (NPC), or the patient/family/caregiver to assess or reassess a patent's response to treatment or address any complications related to the treatment plan from a previous dermatological visit.

HOW WAS THE ENCOUNTER INITIATED?

Synchronous audio only (telephone)

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 or more AND used to determine if an office E/M visit is needed?
  - **YES** → Report telephone triage, virtual check-in: **G2010** (5 - 10 minutes) **G2252** (11 - 20 minutes) (Medicare only) Report brief communication technology-based service **98016**
  - **NO** → Report synchronous audio-only visit (per calendar date) New patient: **98008 - 98011** Established patient: **98012 - 98015**
- **NO** → Report synchronous audio-only visit (per calendar date) New patient: **98008 - 98011** Established patient: **98012 - 98015**

Synchronous audio-video visit (e.g. telemeclicine platform, Facetime, etc)

Is this patient a Medicare beneficiary?

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

- **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): **98016** (less than 10 minutes) **G2010** (5 - 10 minutes) **G2252** (11 - 20 minutes)

NO → Report Synchronous audio-video visit (per calendar date)
New patient: 98000 - 98003
Established patient: 98004 - 98007

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

Is the virtual encounter related to 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**

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