

# Scenario 9: (COVID-19 or Non-COVID-19 case): Telehealth / Telephone visit



Action	Patient evaluated via: E/M Telehealth, Telephone Visit		
Who is performing	Physician / QHP		
Applicable CPT Code(s)	E/M Telehealth <sup>1 2</sup>		Telephone Visit New and Established Patients
	New Patient		
		CPT Typical Time	CMS Typical Time <sup>4</sup>
	99201	10 min	17 min
	99202	20 min	22 min
	99203	30 min	29 min
	99204	45 min	45 min
	99205	60 min	67 min
	Established Patient		
		CPT Typical Time	CMS Typical Time <sup>4</sup>
	99212	10 min	16 min
	99213	15 min	23 min
	99214	25 min	40 min
	99215	40 min	55 min
Applicable ICD-10 CM codes	Non-COVID-19 patient: Code applicable diagnoses COVID-19 patient: Code applicable diagnoses, add U07.1, COVID-19 (Effective April 1, 2020 - <a href="#">CDC Announcement</a> )		
Place of Service	11 Physician Office or other applicable site of the practitioner’s normal office location		
Notes	<ol style="list-style-type: none"> <li>1 CMS requires use of modifier 95 for telehealth services; other payors may require its use</li> <li>2 Individual states (through Executive Order) or payors may permit use of E/M codes with audio-only encounters.</li> <li>3 CMS will permit reporting of telehealth E/M office or other outpatient visits based on time or Medical Decision Making (MDM)</li> <li>4 CMS will allow telehealth office visits to be selected and documented based on total time on date of visit via CMS total time</li> </ol>		