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

<table>
<thead>
<tr>
<th>Action</th>
<th>Patient evaluated via: E/M Telehealth, Telephone Visit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Who is performing</td>
<td>Physician / QHP</td>
</tr>
<tr>
<td>Applicable CPT Code(s)</td>
<td>E/M Telehealth ¹ ²</td>
</tr>
</tbody>
</table>

**New Patient**

<table>
<thead>
<tr>
<th>CPT Typical Time</th>
<th>CMS Typical Time ⁴</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 min</td>
<td>17 min</td>
</tr>
<tr>
<td>20 min</td>
<td>22 min</td>
</tr>
<tr>
<td>30 min</td>
<td>29 min</td>
</tr>
<tr>
<td>45 min</td>
<td>45 min</td>
</tr>
<tr>
<td>60 min</td>
<td>67 min</td>
</tr>
</tbody>
</table>

**Established Patient**

<table>
<thead>
<tr>
<th>CPT Typical Time</th>
<th>CMS Typical Time ⁴</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 min</td>
<td>16 min</td>
</tr>
<tr>
<td>15 min</td>
<td>23 min</td>
</tr>
<tr>
<td>25 min</td>
<td>40 min</td>
</tr>
<tr>
<td>40 min</td>
<td>55 min</td>
</tr>
</tbody>
</table>

**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 - CDC Announcement)

**Place of Service**

11 Physician Office or other applicable site of the practitioner’s normal office location

**Notes**

1 CMS requires use of modifier 95 for telehealth services; other payors may require its use
2 Individual states (through Executive Order) or payors may permit use of E/M codes with audio-only encounters.
3 CMS will permit reporting of telehealth E/M office or other outpatient visits based on time or Medical Decision Making (MDM)
4 CMS will allow telehealth office visits to be selected and documented based on total time on date of visit via CMS total time