

SIS COVID-19 QUICK REFERENCE GUIDE: TELEHEALTH BILLING AND CODING

VISIT TYPE	IN PERSON OFFICE VISIT	TELEHEALTH OR TELEPHONE VISITS
HIPAA COMPLIANT SOFTWARE OR APP NEEDED	No	*Yes
VERBAL CONSENT TO VISIT	Not required	Generally required; confirm with your institution
ADDITIONAL DOCUMENTATION	No	Yes <ul style="list-style-type: none"> **Location of Patient Who is involved in the care of the patient Total time spent by physician/healthcare provider with patient (telephone ONLY visits)
CORE DOCUMENTATION <ul style="list-style-type: none"> Chief Complaint PMH/PSH/FH/SH Allergies/Medications Review of Systems (ROS) Physical Exam (& Vitals) Labs, Imaging, & Relevant Tests Assessment and Plan 	Same	Same <ul style="list-style-type: none"> Refer to virtual neuromusculoskeletal exam¹⁻³ Use best physician judgment and common sense. A full exam may not be practically completed and some components such as reflexes cannot be assessed and/or examined accurately at this time via telehealth technologies.
BILLING AND CODING: VISIT TYPE <ul style="list-style-type: none"> New (CPT 99201-99205) Established (CPT 99211-99215) Consult (CPT 99241-99245) 	Yes	<ul style="list-style-type: none"> If audiovisual, may bill accordingly as if in person (with appropriate documentation) Unclear if consult codes accepted for telehealth visits (check with your payor) If telephone only, please refer to below table
BILLING AND CODING: MODIFIERS	Not required	***Required <ul style="list-style-type: none"> Modifier 95 -ONLY for audiovisual telehealth visits
BILLING AND CODING: PLACE OF SERVICE (POS)	***Required for Medicare claims: <ul style="list-style-type: none"> Private Office: 11 Hospital Outpatient: 22 	Same <i>There are no restrictions on where a telehealth visit is conducted by physician. Use POS code that would have been reported had the service been completed in person.</i>

*For full list of HIPAA compliant programs: <https://www.acponline.org/practice-resources/business-resources/health-information-technology/telehealth/technology-for-telehealth>

**In the United States, during the COVID-19 pandemic, there is a general CMS waiver allowing physicians to see patients across state lines, but policy may still vary from state to state and insurance payor. Please check your local state licensure board for current policies. <https://www.fsmb.org/advocacy/covid-19/>

***https://www.cms.gov/Medicare/Coding/place-of-service-codes/Place_of_Service_Code_Set

Some variability may occur with payor, location, and/or institution. Please confirm with your billing/coding service.

Telehealth Physical Exam References:

- Laskowski ER, Johnson SE, Shelerud RA, et al. The Telemedicine Musculoskeletal Examination. Mayo Clin Proc. 2020;95(8):1715-1731.
- Verduzco-Gutierrez M, Bean AC, Tenforde AS, Tapia RN, Silver JK. How to Conduct an Outpatient Telemedicine Rehabilitation or Prehabilitation Visit. PM R. 2020;12(7):714-720.

Telephone ONLY Evaluation & Management (E&M) Codes

CPT CODE	DESCRIPTION	WORK RVU	REVISED WORK RVU
99441	Telephone E&M service provided by a physician to a new/established patient, not originating from a related E/M service provided within the previous 7 days nor leading to an E/M service or procedure within the next 24 hrs or soonest available appointment, 5-10 minutes of medical discussion	0.25	0.48
99442	Telephone E&M service... 11-20 minutes of medical discussion	0.50	0.97
99443	Telephone E&M service... 21-30 minutes of medical discussion	0.75	1.50

Reference:

<https://www.acponline.org/practice-resources/business-resources/telehealth>



ADDITIONAL RESOURCES AVAILABLE AT:
[SPINEINTERVENTION.ORG/COVID-19](https://www.spineintervention.org/covid-19)

OTHER USEFUL TELEHEALTH RESOURCES:

- [AMA-ASSN.ORG/PRACTICE-MANAGEMENT/DIGITAL/AMA-TELEHEALTH-QUICK-GUIDE](https://www.ama-assn.org/practice-management/digital/ama-telehealth-quick-guide)
- [ACPONLINE.ORG/SYSTEM/FILES/DOCUMENTS/PRACTICE-RESOURCES/HEALTH-INFORMATION-TECHNOLOGY/TELEHEALTH/VIDEO_VISIT_TELEMEDICINE_CHECKLIST_WEB.PDF](https://www.acponline.org/system/files/documents/practice-resources/health-information-technology/telehealth/video_visit_telemedicine_checklist_web.pdf)