

Compliance Updates Q&A

May 29, 2020

Q1: Is beneficiary consent required for virtual check-ins, e-visits, audio-video telehealth visits, and/or telephone-only E/M telehealth visits?

- Beneficiary consent to receive virtual check-ins and e-visits is required although it may be obtained once annually and, during the PHE for the COVID-19 pandemic, consent may be obtained at the same time the services is furnished. Similar to the service furnished in person, the patient's consent is not required to be noted in the medical record for telehealth services furnished using interactive audio-video technology. The audio-only phone visits also do not require the patient's consent to be noted in the medical record.