Does it involve use of video or pictures? 

YES: It is synchronous (real time)? 

YES: Code 99201-99205 or 999211-99215 for telehealth 

NO: Code G2010 for virtual check-in 

(Asynchronous) 

NO: Code G2010 for virtual check-in 

Will this encounter determine if an office visit is necessary? 

YES: Code 99421-99425 for an e-visit 

NO: Code 99441-99443 for a telephone E&M visit 

Is communication with the patient audio only (telephone)? 

NO: Code 99421-99425 for an e-visit 

YES: Code 99441-99443 for a telephone E&M visit
### Telemedicine Coding Chart

<table>
<thead>
<tr>
<th>TYPE OF VISIT</th>
<th>KEY CONSIDERATIONS</th>
<th>CODING</th>
</tr>
</thead>
</table>
| **Telemedicine/Telehealth** | - Must involve synchronous audio and video technology  
- Meets same standard as in-person visit  
- Is paid at the same rate as regular, in-person visits | Access [a complete list](#) of covered Medicare telehealth services                                                                                                                       | **HCPCS code G2012** for brief communication technology-based service  
**HCPCS code G2010** for remote evaluation of recorded video and/or images submitted by an established patient, with patient follow-up within 24 business hours |
| **Virtual Check-in**   | - Is for new and established patients  
- Can be performed by a physician or other qualified health care professional able to report evaluation and management (E&M) services but is not an E&M visit  
- Must be patient-initiated  
- Does not originate from a related E&M service within the previous seven days, nor lead to an E&M service or procedure within the next 24 hours or soonest available appointment  
- Is a five- to-10-minute medical discussion  
- Can be conducted via audio/video, audio only, or store-and-forward communication  
- Is not meant to take place of a visit (telemedicine, in-person, or alternative audio-only phone call)  
- Tip: Think of this as a triage phone call to determine if the patient needs an E&M visit |                                                                                                                                                                                                 |                                                                                                                                 |
| **E-Visit**            | - Must be patient-initiated  
- Is for established patients  
- May occur over seven-day period  
- Is conducted via patient portal, non-face-to-face  
- Is asynchronous (store-and-forward – not real time)  
- Essentially, is email communication |                                                                                                                                                                                                 | Clinicians:  
CPT 99421 – Cumulative time 5-10 minutes  
CPT 99422 – Cumulative 11-20 minutes  
CPT 99423 – Cumulative 21 or more minutes  
Other licensed professionals:  
G2061 – Cumulative 5-10 minutes  
G2062 – Cumulative 11-20 minutes  
G2063 – Cumulative 21 or more minutes |                                                                                                                                 |
| **Telephone E&M Service** | - Is an audio-only E&M service  
- Is for new and established patients  
- May be provided to a patient, parent, or guardian  
- Is used for a patient visit when audio/video telemedicine technology is not available |                                                                                                                                                                                                 | CPT 99441 – 5-10 minute medical discussion  
CPT 99442 – 11-20 minute medical discussion  
CPT 99443 – 21-30 minute medical discussion |                                                                                                                                 |
| **Remote Patient Monitoring** | - Is for new and established patients  
- Is used to monitor acute and chronic conditions  
- Can be provided to a patient with one or more diagnoses |                                                                                                                                                                                                 | CPT 99091 – Collection and interpretation of physiologic data, digitally stored and/or transmitted by the patient to the physician, requiring a minimum of 30 minutes of time  
CPT 99453 – Device education and training (one-time fee)  
CPT 99454 – Device/transmission reimbursement (monthly fee)  
CPT 99457 – Remote physiological monitoring (monthly fee, first 20 minutes)  
CPT 99458 – Remote physiological monitoring (monthly fee, each additional 20 minutes)  
CPT 99473 – Self-measure blood pressure patient education  
CPT 99474 – Self-measure blood pressure, 2 readings (BID) for 30 days |                                                                                                                                 |

**Note:** To the extent the 1135 waiver requires an established relationship, the U.S. Health and Human Services Department will not conduct audits to ensure that such a prior relationship existed for claims submitted during this public health emergency.