

## **Telehealth - Telephone Only Encounters**

CMS allows services provided by telephone only to be billed when certain criteria are met (details below). Under COVID-19 this billable service includes both established and new patient encounters.

This is an option for when the patient is unable to connect to an audio/visual platform such as FaceTime or Zoom for a Telehealth visit. Established patients needing medication refills for a previously diagnosed condition is another example.

**NOTE:** Only time spent in medical discussion by the physician, PA or NP may be counted when selecting the code.

Telehealth – Telephone Only Encounter Codes		
Code	Description	Nat'l Medicare Reimbursement Rate
99441	5-10 minutes of medical discussion with physician, PA or NP	\$ 14.44
99442	11-20 minutes of medical discussion with physician, PA or NP	\$ 28.15
99443	21-30 minutes of medical discussion with physician, PA or NP	\$ 41.14

### **Important Billing Criteria**

- **The encounter must be scheduled or requested by the patient.** If requested by a physician, PA, or NP, the visit cannot be billed as a telephone virtual encounter.
- Only time spent in medical discussion by the physician, PA or NP may be counted when selecting the code.
- Verbal consent must be obtained and documented (script provided under documentation below).
- **These telephone codes are not billable if:**
  - The discussion relates to an in office or audio/visual E/M service that took place within the previous 7 days;
  - The call results in an E/M visit or procedure within the following 24 hours or soonest available appointment;
  - The discussion relates to a service for which there is an active, postoperative global period.

### **Documentation**

- Ensure that encounter with the clinic Telehealth service location is created in NextGen PM with insurance attached.
- Document the amount of time the physician, PA or NP spent on medical discussion in the visit note.
- Document who the medical discussion was with. For example: patient, parent or guardian.
- Include the following consent in the visit note: *"Patient/parent/legal guardian verbally consented to the patient's telehealth audio encounter. Telephone encounter was performed due to coronavirus restrictions. The side effects, risks and benefits of treatment were discussed."*
- Telephone codes do include review of patient photos by the physician/PA/NP. If photos were emailed, please upload to the patient's chart in addition to documenting the phone call details.

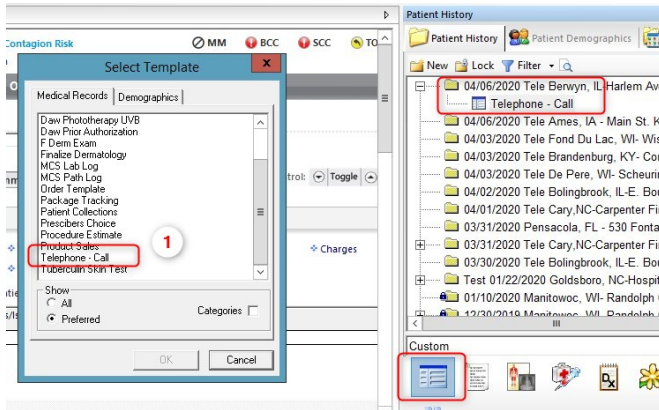
### **Helpful Tips**

- For audio/visual visit (via FaceTime, Zoom, etc.), use E/M codes following the Telehealth Audio Visual Visits – E/M Coding guide and Billing will apply Telehealth modifiers.

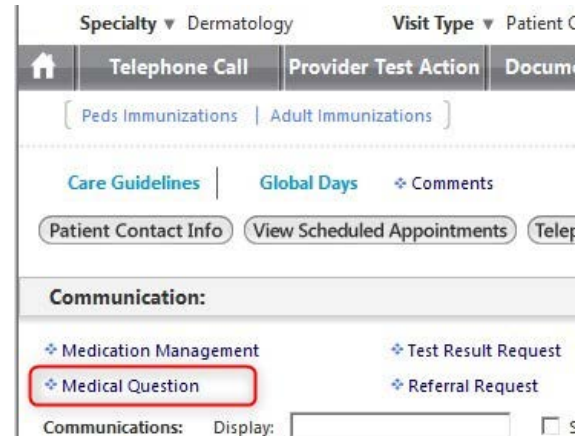
# Telehealth - Telephone Only Encounters

## NextGen

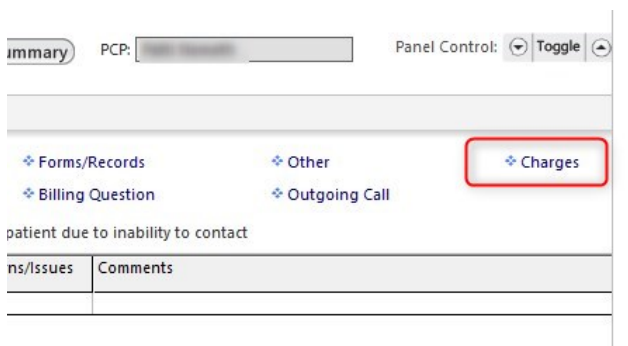
1. Lay a *Telephone-Call* template under the **Tele** EHR encounter and choose *Patient Communication* as visit type.



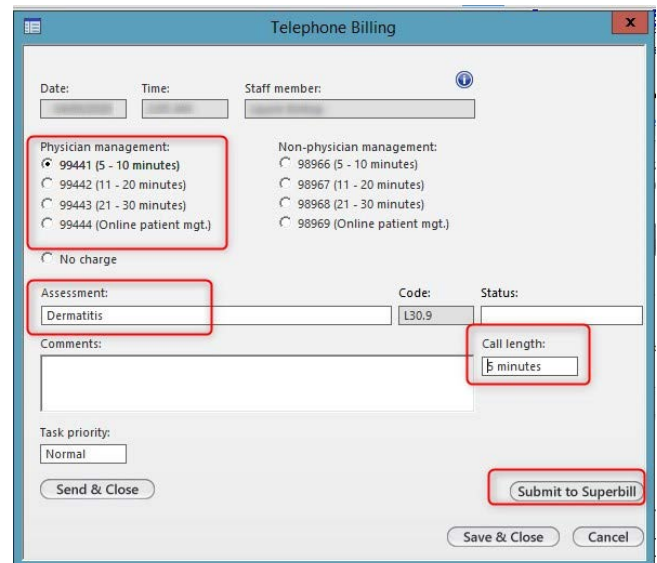
2. Select *Medical Question* link to document all details of the phone call and total time.



3. Select *Charges* link to enter diagnosis and select appropriate telephone code and Submit to Superbill.



4. Charge Screen:



# Telehealth - Telephone Only Encounters

## EMA

1. Select New Non-Visit Order and set facility to **Tele** clinic location.

Home OfficeFlow Schedule Tasks Patients Rx Mail Document Mgmt Orders Path / Labs Radio

**Dionne, Bernie**  
DOB: 01/01/1981 (39) Birth Sex: Female Patient Portal: Inactive Full Exam: 02/29/2020  
Alerts: Unspecified Allergies: None

Patients / Dionne, Bernie

Actions CCD

Manage History Virtual Exam Room Previous Findings Protocols Procedure Logs View Order Note

Overview

Chart Notes (12) Tasks Orders Log (1) Path / Labs (1) Radiology / Other

Patient Clipboard

Mark Past: Family and Social History Reviewed

Changes to the clipboard affect all unfinalized notes.

Past Medical Conditions:  
Reviewed on 02/29/2020  
Anxiety disorder  
Depressive disorder

Order on April 5, 2020 1:52:07 PM

Bill as: Established Patient  
Facility: Manitowoc  
Transition of Care? No Selection Made  
Attendees:  
DionneDoctor, Julie

2. Type telehealth consent in *Note* section.

Actions More

Manage History Virtual Exam Room Previous Findings Protocols Procedure Logs View Order Note

Note

Patient/Parent/Legal guardian verbally consented to the patient's telehealth audio encounter. Telephone encounter was performed due to Coronavirus restrictions. The side effects, risks, and benefits of treatment were discussed.

Save Note

3. Under Impressions and Plans, Select Manage to add each impression and plan for phone encounter in the VER.

Impressions and Plans

+ Add Impressions and Plans Comments

There are no impressions and plans associated with this order.

4. Override Suggested E&M code and choose the appropriate telephone code based on time (listed out of numerical order after G codes).

Billing Edit Charges >

Override Suggested E/M Code Bill by Time Override Bill

Billing E/M Code:

99355  
G2012  
G2010  
98970  
98971  
98972  
99421  
99422  
99423  
99441  
99442  
99443  
G0406  
G0407  
G0408  
G0425  
No E/M Visit

Override Code Clear Override