Telehealth Coding Guidelines

Telehealth Coding Guidelines *(temporary during Covid-19 pandemic and subject to changing payer regulations)*

Disclaimer: coding guidelines for telehealth are changing quickly. Refer to your payer/plans and CMS guidelines for up to date information

For billing purposes, Telehealth is generally defined as all health care services that are provided via live, interactive audio and visual transmissions of a physician-patient encounter. To qualify, physician must be using a HIPAA-compliant video* platform such as the Zoom application, or applications supported by the member's health plan.

Coding for a Video Visit is the same as coding for a regular established patient E&M visit, except that you must use Place of Service (POS) 02-Telehealth. See grid below.

Payor	CPT Codes	Place of Service	Modifier	Reimbursement
Medicare	99212-99214	02	None	Same as office visit*
GNP PCP (FP,IM,Peds)	99212-99214	02	None	Same as Encounter Bonus
PPO	99212-99214	02	95	Same as office visit *
Medi-Cal	99212-99214	02	95[1] or GQ[2]	Same as office visit *

*Disclaimer: Based on latest information from CMS and PPO plans, but there is no guarantee of reimbursement.
[1] Synchronous, interactive audio and telecommunications systems
[2] Asychronous store and forward telecommunications systems

Diagnosis:

- **Unrelated to COVID-19:** Any diagnosis based on patient's signs and symptoms
- **"Suspected," "possible," or "probable" COVID-19:** Provider should assign a diagnosis code explaining the reason for the encounter.
- **Patients presenting with signs/symptoms (such as fever, etc.) and a definitive diagnosis has not been established:** Assign the appropriate code(s) for each of the presenting signs and symptoms such as:
  - R05 Cough
  - R06.02 Shortness of breath
  - R50.9 Fever, unspecified
- **Concern about a possible exposure to COVID-19, but positive diagnosis is ruled out after evaluation:** Z03.818, Encounter for observation for suspected exposure to other biological agents ruled out.
- **Actual exposure to someone who is confirmed to have COVID-19:** Z20.828, Contact with and (suspected) exposure to other viral communicable diseases.
- **New emergency code established by WHO:** U07.1, 2019-nCoV acute respiratory disease

Chart Documentation

In addition to the correct coding, the patient's chart must include the following documentation:

1. Patient agreed to the video visit
2. Visit was performed via a secure video platform or via phone
3. All required documentation to support the level of visit coded and the diagnosis given

Copay/Co-insurance

Most providers/payers are waiving copays for telehealth visits

*As of the writing of this document, these new guidelines are forthcoming and will update you when we have more information. In the meantime, we are recommending HIPAA compliant only platforms and video connections.