

Telehealth/Remote visits

*Please check frequently with your payers as regulations are changing frequently during this time



Technology

- Hardware- can include but is not limited to: Telephone, Computer, iPad, cell phone
- Software/App-Any non-public facing application or software that is available to communicate with patients.
- Compliance with HIPAA waived- no penalties
- [Examples of HIPAA compliant solutions](#)
- [Examples of non-HIPAA compliant solutions](#)
- Not Allowed-Any public facing app such as Tik Tok, Switch, and Facebook Live



Regulations

- Any condition that can be treated over telehealth can be a telehealth visit, telehealth is NOT just for COVID-19 symptoms.
- HIPAA regulations not enforced during this time
- A patient's home can be the originating site
- A provider's home can be the distant site



Billing

- **Telehealth Visit**-Use E/M or preventive care code & place of Service code 11 with a modifier 95
- **Digital E/M**-99421-99423
- **Virtual Check-in**-G2012 or G0071 in RHC/FQHC
- **Remote Evaluation**-G2010 or G0071 in RHC/FQHC
- **E-Consult**-99446-99449, 99451, 99452
- **Telephone**- 99441-99443
(outpatient codes)



=Audio Required



=Video Required



=Electronic message required