

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

CMS COVID-19/Telehealth Information