

Telehealth Coding During COVID-19

For Services provided via Telephone Call Only in the Ambulatory or Inpatient Setting

This document does not constitute legal advice. Physicians who are not employed by Piedmont Healthcare should consult with their individual advisor.

Code	Description	Coverage/Guidelines
99441	Telephone E/M by a physician or APP to an established patient, parent, or guardian; 5-10 minutes of medical discussion	For Georgia Medicaid, Humana, and Anthem, see below. For Medicare, United Healthcare, Aetna, and Cigna see next slide for G2012.
99442	11-20 minutes of medical discussion	For Georgia Medicaid, Humana, and Anthem, see below. For Medicare, United Healthcare, Aetna, and Cigna see next slide for G2012.
99443	21-30 minutes of medical discussion	For Georgia Medicaid, Humana, and Anthem, see below. For Medicare, United Healthcare, Aetna, and Cigna see next slide for G2012.

Coding Guidelines for Telephone Communications if covered:

- The service cannot originate from a related E/M service provided within the previous 7 days nor leading to an E/M service or procedure within the next 24 hours or soonest available appointment
- The service cannot be within the postoperative period of a previously completed procedure
- The service must be patient initiated and ***it is recommended that verbal consent be obtained and documented***
- Time must be between patient and provider and cannot include clinical staff time

Payors other than Medicare, United and Aetna:

- **Georgia Medicaid and Humana will temporarily allow telephone communication as a form of Telehealth.**
- Anthem Blue Cross Blue Shield will now cover telephone only communication through June 15, 2020. No instructions on modifier or place of service code.
- **Tricare East (Humana Military) does not cover telephone only services.**
- **All other payors: Patient should contact their insurance provider to determine if Telephone Calls are covered.**

1
<https://medicaid.georgia.gov/document/document/telehealth-guidance/download>
<https://providernews.anthem.com/georgia/article/information-from-anthem-for-care-providers-about-covid-19-4>
<https://www.humana.com/provider/coronavirus/telemedicine>



Updated as of 3/30/2020 11:59 AM

Telehealth Coding During COVID-19

For Virtual Check-Ins in the Ambulatory or Inpatient Setting

This document does not constitute legal advice. Physicians who are not employed by Piedmont Healthcare should consult with their individual advisor.

Code	Description	Coverage/Guidelines
G2010	Remote evaluation of recorded video and/or images submitted by the patient (e.g., store and forward), including interpretation with verbal follow-up with the patient within 24 business hours	G2010 is covered by Medicare, United Healthcare, Aetna and Cigna as long as guidelines are met.
G2012	Brief communication technology-based service, e.g., virtual check-in, by a physician or APP, provided to an established patient; 5-10 minutes of medical discussion	G2010 is covered by Medicare, United Healthcare, Aetna and Cigna as long as guidelines are met.

These codes may be used for telephone calls/audio only interactions and also synchronous, two-way audio interactions that are enhanced with video or other kinds of data transmission.

Coding Guidelines for Virtual Check-Ins:

- The service cannot originate from a related E/M service provided within the previous 7 days nor leading to an E/M service or procedure within the next 24 hours or soonest available appointment
- The service cannot be within the postoperative period of a previously completed procedure
- The service must be patient initiated and **for G2012 verbal consent must be obtained and documented (provider may educate patient on the availability of the service prior to patient agreement)**
- For G2012, time must be between patient and provider and cannot include clinical staff time
- Medicare: **There should be an established relationship between the patient and provider/group practice**

Payor Specifics

- Aetna is waiving copay and will reimburse G2010 and G2012 through June 4, 2020.
- Georgia Medicaid and Humana do not list G2010 and G2012 in their fee schedules for 2020 – see previous slide for coverage of phone call CPT codes 99441-99443. Otherwise, assume non-coverage of G2010 and G2012.
- **Cigna will cover G2012 for phone calls through May 31, 2020.**
- **All other payors: Patient should contact their insurance provider to determine if Virtual Visits are covered.**

<https://www.cms.gov/newsroom/fact-sheets/medicare-telemedicine-health-care-provider-fact-sheet>

<https://www.uhcprovider.com/content/dam/provider/docs/public/policies/comm-reimbursement/COMM-Telehealth-and-Telemedicine-Policy.pdf>

<https://www.aetna.com/health-care-professionals/provider-education-manuals/covid19-letter.html>

<https://static.cigna.com/assets/chcp/resourceLibrary/medicalResourcesList/medicalDoingBusinessWithCigna/medicalDbwcCOVID-19.html>