Telehealth During the Public Health Emergency

	Telehealth Visits	Telephone Only	E-Visits	Virtual Check-ins
Description of service	Real time interactive visit via video-chat	Patient-initiated telephone E/M service not originating from a related E/M service provided within the previous 7 days nor leading to an E/M service within the next 24 hours (or soonest appointment available)	Patient-initiated online *digital* evaluation and management service, for an established patient, for up to 7 days, cumulative time during the 7 days	Brief connection between visits where the communication is not related to a medical visit within the previous 7 days and does not lead to a medical visit within the next 24 hours (or soonest appointment available)
Eligible providers include	Physician, PA, NP, CNS • PTs, OTs, SLPs use GO, GP, or GN therapy modifier on claims for these services	Physician, PA, NP, CNS • PTs, OTs, SLPs use GO, GP, or GN therapy modifier on claims for these services	Physician, PA, NP, CNS • PTs, OTs, SLPs use GO, GP, or GN therapy modifier on claims for these services	Physician, PA, NP, CNS • PTs, OTs, SLPs use GO, GP, or GN therapy modifier on claims for these services
Modality	Audio + Video *Two-way, real-time interactive communication*	Phone	Digital (e.g. online patient portal)	Phone, secure text, portal
Eligible CPT codes	See list of Medicare telehealth services: Updated 4/30/2020: https://www.cms.gov/Medicare/Medicare-General-Information/Telehealth/Telehealth-Codes	99441 Physician 5-10 min 99442 Physician 11-20 min 99443 Physician 21-30 min For PTs, OTs, SLPs: 98966 Non-Physician 5-10 min 98967 Non-Physician 11-20 min 98968 Non-Physician 21-30 min	99421 Online digital E/M 5-10 min 99422 Online digital E/M 11-20 min 99423 Online digital E/M 21+ min For PTs, OTs, SLPs: G2061 Online assessment/mgt 5-10 min G2062 Online assessment /mgt 11-20 min G2063 Online assessment/mgt 21+ min	G2012: 5-10 minutes of medical discussion G2010: remote evaluation of recorded video and/or images submitted by a patient including interpretation with F/U with the patient
New or Established?	New + Established Patients	New + Established Patients *CMS allows new patients during PHE. Check payor policy for commercial payors.*	New + Established Patients *CMS not reviewing if new/established during PHE period*	New + Established Patients
POS	Medicare: whatever POS would have been billed for the service Commercial: See policy	Medicare: 11 Commercial: See policy	Medicare: 11 Commercial: See policy	Medicare: 11 Commercial: See policy
		If provider is furnishing service from home, list provider home address on claim		
Modifier	Medicare: 95 Commercial: See policy	Medicare: 95 Commercial: See policy	Medicare: None, not a telehealth service (PT, OT, SLP see above) Commercial: See policy	Medicare: None, not a telehealth service (PT, OT, SLP see above) Commercial: See policy
RVUs	RVU for selected code	99441-99443: 1.28-3.06 RVUs 98966-98968: 0.40-1.14 RVUs	99421-99423: 0.43-1.39 RVUs G2061-G2063: 0.34-0.94 RVUs	G2012: 0.41 RVUs G2010: 0.34 RVUs
Patient cost-sharing	Medicare: Medicare is allowing but not requiring coinsurance and deductible amounts to be waived for non-Covid related telehealth visits, but not e-Visits, Telephone, and Virtual Check-Ins. Telehealth visits where Covid-19 testing is ordered, Medicare will waive patient cost sharing and pay the provider 100% of the allowable. Commercial: See payor policy. Many payors are waiving patient cost-sharing for telehealth visits, regardless of diagnosis.			

Updated with CMS changes from April 30, 2020
Visit http://www.karenzupko.com/KZA-telehealth-solution-center for up-to-date information