

In order to streamline the process to pick the correct E&M codes for Telehealth or Telephone Visits, the “E&M Charges” component in the Quick Order MPage has been reorganized and cleaned up. The biggest change will be the removal of the E&M codes for Telephone Visits for providers.

Why Remove the Telephone Codes?

Telehealth is generally an interactive audio and video telecommunications system such as ZOOM that permits real-time communication between the provider and patient in different sites. When using telehealth communications, you can bill for the service performed such as new or established evaluation and management codes.

Even when the patient has internet and/or video limitations, or technical challenges result in these services being performed solely by telephone, reimbursement in most cases will still be at the level of a telehealth services billed with traditional office E/M codes for new and established patients.

Documentation for telehealth services should always include the **/telehealth*** auto text to ensure the necessary requirements are captured for the appropriate charges regardless of whether the resulting modality was a telephone visit. Coding teams will continue to audit the documentation 100% of the time for these services and will modify charges for accuracy in reporting to the payers.

What Are The Changes?

- The E&M codes for **Telephone 99441-99443** codes will be removed from ALL quick order mpages.
- The E&M codes for **Telemedicine Visits and Consults**, from both the Primary Care and Pediatric quick order mpages, will be removed.
- The E&M codes for **Home Telemedicine Visits** will be reorganized on ALL quick order pages with “new” listed first and then “established”.
- The **Telephone Non-Physician** codes will be moved from the Established Patient Visits folder to the Home Telemedicine Visits folder.

E&M Charges	
▶ New Patient Visits	
▾ Established Patient Visits	
Office Visit Level 1 Est 99211	
Office Visit Level 2 Est 99212	
Office Visit Level 3 Est 99213	
Office Visit Level 4 Est 99214	
Office Visit Level 5 Est 99215	
Screening test of visual acuity, quantitative, bilateral 99173	
▶ Wellness Visit - New Patient	
▶ Wellness Visit - Est. Patient	
▶ Wellness Visit - Medicare	
▶ Transitional Care Mgmt.	
▶ Other Visit Charges	
▶ Timed New	
▶ Timed Established	
▾ Home Telemedicine Visits	
Home Telemedicine Office Visit Level 1 New 99201	
Home Telemedicine Office Visit Level 2 New 99202	
Home Telemedicine Office Visit Level 3 New 99203	
Home Telemedicine Office Visit Level 4 New 99204	
Home Telemedicine Office Visit Level 5 New 99205	
Home Telemedicine Office Visit Level 1 Est 99211	
Home Telemedicine Office Visit Level 2 Est 99212	
Home Telemedicine Office Visit Level 3 Est 99213	
Home Telemedicine Office Visit Level 4 Est 99214	
Home Telemedicine Office Visit Level 5 Est 99215	
Telephone Non-Physician Est 5 to 10 minutes 98966	
Telephone Non-Physician Est 11 to 20 minutes 98967	
Telephone Non-Physician Est 21 to 30 minutes 98968	

Telephone
99441-99443
removed.