**Tips for Telehealth Billing During the COVID-19 Pandemic**

Plan to get reimbursed for services you would typically provide in the office. Then use this primer to identify the various types of telehealth visits and associated billing codes.

Keep in mind that guidelines change often during the COVID-19 crisis. Please reference the links below for the most current details.

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### TELEHEALTH VISITS THAT REPLACE OFFICE VISITS

This is a real-time video visit and is the most common type of mental health digital visit.

It has the same standards as an in-person visit and should be paid at the same rate. However, it is a good idea to review the settings on your billing software to make sure it is accurate.

You can use the same CPT codes you already use with the addition of a modifier — modifier 95 in most cases — that tells the payer that the visit was a telehealth visit and a place of service code (POS) that tells the payer the location of the clinician. Coverage policies may vary across payers, especially during the public health emergency. Before you bill, make sure to check and confirm that you can provide and bill the service by telehealth.

Information listed in italics are those services that can also be temporarily provided by telephone during the COVID-19 crisis.

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### TELEPHONE VISITS

There are CPT codes that describe care provided via telephone alone. They are for medical discussions or assessment and management of a new (allowed during COVID-19 crisis) or established patient.

For physicians and others who can bill for E/M services:

- 99423  21-30 minutes
- 99422 11-20 minutes
- 99421  5-10 minutes

For psychologists, social workers, and others who can bill for E/M services:

- 98968 21-30 minutes
- 98967  11-20 minutes
- 98966  5-10 minutes

<table>
<thead>
<tr>
<th>CPT Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>99423</td>
<td>21-30 minutes</td>
</tr>
<tr>
<td>99422</td>
<td>11-20 minutes</td>
</tr>
<tr>
<td>99421</td>
<td>5-10 minutes</td>
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</tbody>
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### VIRTUAL CHECK-IN (G2012)

Physicians and others who can bill E/M services can bill for time spent talking to a new or established patient on the telephone or via telephone and video. Generally, the physician is responding to a contact made by the patient. This code should not be billed if the patient has been seen in the 7 days prior to the call or within 24 hours or the soonest available appointment after the brief check-in. The goal of this visit is to see if a patient needs to be seen for further evaluation or if the problem can be resolved through this call.

For those that bill evaluation and management services:

- 99204+95
- 99205+95
- 99213+95

For those that cannot bill evaluation and management services:

- G2065 45 (38-52*) minutes
- G2064 30 (16-37*) minutes
- G2063 21-30 minutes

### E-VISIT

This type of visit is not real time or face-to-face. It is a digital communication that a patient must initiate. Often it is done through a portal or email. This visit requires a clinical decision that typically you would provide in an office. Time is cumulative during a 7-day period. You can use CPT codes for these visits based on time.

For those that bill evaluation and management services should use:

- 99321  5-10 minutes
- 99322 11-30 minutes
- 99343 21-30 minutes

For those that cannot bill evaluation and management services should use:

- G2065 45 (38-52*) minutes
- G2064 30 (16-37*) minutes
- G2063 21-30 minutes

### REMOTE PATIENT MONITORING

This involves the collection and interpretation of data that is digitally stored and transmitted by a patient to a clinician. An example is sleep tracking data from a wearable device. There are no specific billing codes in mental health for this type of visit.

### STAY CURRENT

Guidelines for telehealth visits change fast. For up-to-date details on telehealth, you can use these resources.

- [SAMI](https://samiadviser.org)
- [American Psychiatric Association](https://www.psychiatry.org)
- [Center for Connected Health Policy](https://www.cchp.ca.gov)
- [Centers for Medicare and Medicaid Services](https://www.cms.gov)
- [Federation of State Medical Boards](https://www.fsbmb.org)