

# VHAN Telehealth Coding Guide: Overview for COVID-19 and Non-COVID-19 Telehealth Visits

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# VHAN Telehealth Quick Reference Coding Guide: Non-COVID-19

Patient/Provider Action	Communication Method	Telehealth Visit Billing Codes (HCPCS & CPT)		ICD-10 Diagnostic Codes	Place of Service Modifiers (POS):		COVID-19 Diagnostic & Lab Tests Performed
<p><b><i>Patient receives telehealth visit (common office visit) from Qualified Healthcare Professional (QHP) or Qualified Nonphysician (QNP)</i></b></p> <p>*Initiated by patient *New &amp; established patients *<a href="#">COVID-19 claims reimbursement for uninsured patients</a></p>	<p>Telecommunication (real-time audio and/or audio/video)</p>	<p><u>New patient office visits:</u> 99201; 10 min 99202; 20 min 99203; 30 min 99204; 45 min 99205; 60 min</p>	<p><u>Established patient office visits:</u> 99212; 10 min 99213; 15 min 99214; 25 min 99215; 40 min</p>	<p>Z03.818; Possible exposure to COVID-19</p> <p>Z20.828; Actual exposure to COVID-19</p> <p>U07.1; Disease diagnosis of 2019-nCoV acute respiratory disease.</p>	<p><u>Telehealth modifiers:</u> CR; Public health emergency waiver (3/31/2020 CMS update) 25; Separately identifiable evaluation and management service by the same physician on the same day of the procedure or other service 02; Telehealth location (POS) 95; Telehealth audio and video rendered in real-time ( 3/31/2020 CMS update recommending use during PHE)</p>	<p><u>Swab testing/test Site modifiers:</u> 11; Physician Office 19; Off campus outpatient hospital 22; On campus outpatient hospital 81; Independent laboratory 15; Mobile unit 17; Walk-in retail health clinic 23; Emergency room hospital 25; Separate service performed on the same day CR; Public health emergency waiver CS: Cost sharing waiver for lab tests</p>	<p>87635; Infectious agent detection by nucleic acid (DNA or RNA); severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) (Coronavirus disease [COVID-19]), amplified probe technique</p> <p>U0001; CDC COVID-19 diagnostic panel U0002; Non-CDC COVID-19 diagnostic panel</p> <p>86328; COVID-19 antibody test 86769; COVID-19 antibody test</p> <p>36415; Venous blood sample collection 36416; Capillary blood sample collection</p>
		<p><u>New and established patient telephone evaluation service:</u> 99441 or 98966 (non-physician); 5-10 min 99442 or 98967 (non-physician); 11-20 min 99443 or 98968 (non-physician); 21-30 min</p> <p><u>Rural Health Clinics/Federally Qualified Health Centers Telehealth service:</u> G2025 (effective July 1<sup>st</sup>, 2020); Telehealth distant site service to be used with all Medicare approved services</p>	<p><u>Testing site services (if patient goes to testing site after visit):</u> 99001; Handling and/or conveyance of specimen for transfer from the patient in other than an office to a laboratory (distance may be indicated) 99211; 5 min supervising face-to-face</p>				
<p><b><i>Patient receives virtual check-in visit (brief visit) from Qualified Healthcare Professional (QHP) or Qualified Nonphysician (QNP)</i></b></p> <p>*Initiated by patient *New &amp; established patients (now allowed) *<a href="#">COVID-19 claims reimbursement for uninsured patients</a></p>	<p>Virtual check-In (brief telephone or 2-way audio interactions enhanced with video)</p>	<p><u>Virtual service for new and established patients by QHP:</u> G2010; Remote evaluation of recorded video and/or images submitted by an established patient (e.g. store and forward), including interpretation with follow-up with the patient within 24 business hours G2012; Brief communication technology-based service, e.g. virtual check-in, by a physician or other qualified health care professional who can report E&amp;M services, provided to an established patient</p>	<p><u>Virtual service by QNP:</u> 98966; 5-10 min 98967; 11-20 min 98968; 21-30 min</p> <p><u>Rural Health Clinics/Federally Qualified Health Centers Telehealth service:</u> G2025 (effective July 1<sup>st</sup>, 2020); Telehealth distant site service to be used with all Medicare approved services</p>	<p>Z03.818; Possible exposure to COVID-19</p> <p>Z20.828; Actual exposure to COVID-19</p> <p>U07.1; Disease diagnosis of 2019-nCoV acute respiratory disease</p>	<p><u>Telehealth modifiers:</u> N/A</p>	<p><u>Swab testing/test site modifiers:</u> 11; Physician Office 19; Off campus outpatient hospital 22; On campus outpatient hospital 81; Independent laboratory 15; Mobile unit 17; Walk-in retail health clinic 23; Emergency room hospital 25; Separate service performed on the same day CR; Public health emergency waiver CS: Cost sharing waiver for lab tests</p>	<p>87635; Infectious agent detection by nucleic acid (DNA or RNA); severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) (Coronavirus disease [COVID-19]), amplified probe technique</p> <p>U0001; CDC COVID-19 diagnostic panel U0002; Non-CDC COVID-19 diagnostic panel</p> <p>86328; COVID-19 antibody test 86769; COVID-19 antibody test</p> <p>36415; Venous blood sample collection 36416; Capillary blood sample collection</p>
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# VHAN Telehealth Quick Reference Coding Guide: COVID-19

Patient/Provider Action	Communication Method	Telehealth Visit Billing Codes (HCPCS & CPT)		ICD-10 Diagnostic Codes	Place of Service Modifiers (POS)	COVID-19 Diagnostic & Lab Tests Performed
<p><b><i>Patient receives e-visits (on-line non-face-to-face) via patient portal or telephone call from Qualified Health Professional (QHP) or Qualified Nonphysician (QNP)</i></b></p> <p>*Initiated by patient                      *New &amp; established patients (now allowed)                      *<a href="#">COVID-19 claims reimbursement for uninsured patients</a></p>	<p>On-line e-visits (EHR portal, secure email) and/or virtual phone call from QNP</p>	<p><u>Online evaluation service for new and established patients by QHP:</u>                      99421; up to 7 days, cumulative 5-10 min                      99422; up to 7 days, cumulative 11-20 min                      99423; up to days, cumulative 21 or more min</p>	<p><u>On-line evaluation service by QNP for new and established patients:</u>                      98970/G2061; up to 7 days, cumulative 5-10 min                      evaluation                      98971/G2062; up to 7 days, cumulative 11-20 min                      98972/G2063; up to days, cumulative 21 or more min</p>	<p>Z03.818; Possible exposure to COVID-19</p> <p>Z20.828; Actual exposure to COVID-19</p> <p>U07.1; Disease diagnosis of 2019-nCoV acute respiratory disease.</p>	<p><u>Telehealth modifiers:</u> N/A</p> <p><u>Swab testing/test site modifiers:</u>                      11; Physician Office                      19; Off campus outpatient hospital                      22; On campus outpatient hospital                      81; Independent laboratory                      15; Mobile unit                      17; Walk-in retail health clinic                      23; Emergency room hospital                      25; Separate service performed on the same day                      CR; Public health emergency waiver                      CS: Cost sharing waiver for lab tests</p>	<p>87635; Infectious agent detection by nucleic acid (DNA or RNA); severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) (Coronavirus disease [COVID-19]), amplified probe technique</p> <p>U0001; CDC COVID-19 diagnostic panel                      U0002; Non-CDC COVID-19 diagnostic panel</p> <p>86328; COVID-19 antibody test                      86769; COVID-19 antibody test</p> <p>36415; Venous blood sample collection                      36416; Capillary blood sample collection</p>
		<p><u>Virtual service evaluation service for established patients by QHP:</u>                      G2010; Remote evaluation of recorded video and/or images submitted by an established patient (e.g. store and forward), including interpretation with follow-up with the patient within 24 business hours                      G2012; Brief communication technology-based service, e.g. virtual check-in, by a physician or other qualified health care professional who can report E&amp;M services, provided to an established patient</p>	<p><u>Virtual service for established patients by QNP:</u>                      98966; 5-10 min                      98967; 11-20 min                      98968; 21-30 min</p> <p><u>Rural Health Clinics/Federally Qualified Health Centers Telehealth service:</u>                      G2025 (effective July 1<sup>st</sup>, 2020); Telehealth distant site service to be used with all Medicare approved services</p>			
		<p><u>Testing site services (if patient goes to testing site after visit):</u>                      99001; Handling and/or conveyance of specimen for transfer from the patient in other than an office to a laboratory (distance may be indicated)                      99211; 5 min supervising face-to-face</p>				
<p><b><i>Patient receives in-home quarantine, physiological monitoring post COVID-19 diagnosis from Qualified Healthcare Professional (QHP) or Qualified Nonphysician (QNP)</i></b></p> <p>*Initiated by patient                      *New and Established patients (now allowed)                      *<a href="#">COVID-19 claims reimbursement for uninsured patients</a></p>	<p>Monitoring device (education, treatment, and transmission of data to QHP)</p>	<p><u>Remote initial set up of monitoring device and education from QHP or clinical staff service:</u>                      99453, 99454; Remote monitoring of physiologic parameter(s) (e.g., weight, blood pressure, pulse oximetry, respiratory flow rate), initial; set-up and patient education on use of equipment</p> <p><u>Rural Health Clinics/Federally Qualified Health Centers Telehealth service:</u>                      G2025 (effective July 1<sup>st</sup>, 2020); Telehealth distant site service to be used with all Medicare approved services</p>	<p><u>Remote physiologic treatment, and collection/interpretation of data stored and transmitted by patient to QHP service (additional 20 min):</u>                      99458; Remote physiologic monitoring treatment management services, clinical staff/physician/ other qualified health care professional time in a calendar month requiring interactive communication with the patient/caregiver</p>	<p>U07.1; Disease diagnosis of 2019-nCoV acute respiratory disease.</p>	<p><u>In-home patient monitoring/quarantine:</u>                      11; Physician Office</p>	<p>N/A</p>
		<p><u>Remote physiology monitoring treatment management services service (Initial 20 min):</u>                      99457; Remote physiologic monitoring treatment management services, clinical staff/physician/other</p>	<p><u>Collection and interpretation of physiologic data digitally stored and/or transmitted by the patient to physician/QHP service (30 min):</u></p>			

# VHAN Telehealth Quick Reference Coding Guide: Non-COVID-19

Patient/Provider Action	Communication Method	Telehealth Visit Billing Codes (HCPCS & CPT)			ICD-10 Diagnostic Codes	Place of Service Modifiers (POS)	
<p><b><i>Patient receives telehealth visit (common office visit) from Qualified Healthcare Professional (QHP) or Qualified Nonphysician (QNP)</i></b></p> <p>*Initiated by patient                      *New &amp; established patients (now allowed)                      *<a href="#">COVID-19 claims reimbursement for uninsured patients</a></p>	<p>Telecommunication (real-time phone/computer audio or audio/video)</p>	<p><u>New patient office visits:</u>                      99201; 10 min                      99202; 20 min                      99203; 30 min                      99204; 45 min                      99205; 60 min</p> <p><u>Rural Health Clinics/Federally Qualified Health Centers Telehealth service:</u>                      G2025 (effective July 1<sup>st</sup>, 2020); Telehealth distant site service to be used with all Medicare approved services</p>	<p><u>Established patient office visits:</u>                      99212; 10 min                      99213; 15 min                      99214; 25 min                      99215; 40 min</p>	<p><u>New and established patient telephone evaluation service:</u>                      99441 or 98966 (non-physician); 5-10 min                      99442 or 98967 (non-physician); 11-20 min                      99443 or 98968 (non-physician); 21-30 min</p>	<p>Report relevant ICD-10 codes related to reason for call or online interaction</p>	<p><u>Telehealth modifiers:</u>                      CR; Public health emergency waiver (<a href="#">6/1/2020 CMS update</a>)                      25; Separately identifiable evaluation and management service by the same physician on the same day of the procedure or other service                      02; Telehealth location (POS)                      95; Telehealth audio and video rendered in real-time ( 3/31/2020 CMS update recommending use during PHE)</p>	<p><u>Facility service modifiers:</u>                      11; Physician Office                      19; Off campus outpatient hospital                      22; On campus outpatient hospital                      81; Independent laboratory                      15; Mobile unit                      17; Walk-in retail health clinic                      23; Emergency room hospital                      25; Separate service performed on the same day</p>
<p><b><i>Patient receives virtual check-in visit (brief visit) from Qualified Healthcare Professional (QHP) or Qualified Nonphysician (QNP)</i></b></p> <p>*Initiated by patient                      *New &amp; established patients (now allowed)                      *<a href="#">COVID-19 claims reimbursement for uninsured patients</a></p>	<p>Virtual check-in (brief telephone or 2-way audio interactions enhanced with video)</p>	<p><u>Virtual service for established patients by QHP:</u>                      G2010; Remote evaluation of recorded video and/or images submitted by an established patient (e.g. store and forward), including interpretation with follow-up with the patient within 24 business hours                      G2012; Brief communication technology-based service, e.g. virtual check-in, by a physician or other qualified health care professional who can report E&amp;M services, provided to an established patient</p> <p><u>Rural Health Clinics/Federally Qualified Health Centers Telehealth service:</u>                      G2025 (effective July 1<sup>st</sup>, 2020); Telehealth distant site service to be used with all Medicare approved services</p>		<p><u>Remote evaluation service by QNP:</u>                      98966; 5-10 min                      98967; 11-20 min                      98968; 21-30 min</p>	<p>Report relevant ICD-10 codes related to reason for call or online interaction</p>	<p><u>Telehealth modifiers:</u>                      N/A</p>	<p><u>Facility service modifiers:</u>                      11; Physician Office                      19; Off campus outpatient hospital                      22; On campus outpatient hospital                      81; Independent laboratory                      15; Mobile unit                      17; Walk-in retail health clinic                      23; Emergency room hospital                      25; Separate service performed on the same day</p>
<p><b><i>Patient receives e-visits (on-line non-face-to-face) via patient portal or telephone call from Qualifying Healthcare Professional (QHP) or Qualified Nonphysician (QNP)</i></b></p> <p>*Initiated by patient                      *New &amp; established patients (now allowed)</p>	<p>On-line e-visits (EHR portal, secure email) and/or virtual phone call from QN</p>	<p><u>Online evaluation service for established patients by QHP:</u>                      99421; up to 7 days, cumulative 5-10 min                      99422; up to 7 days, cumulative 11-20 min                      99423; up to days, cumulative 21 or more min</p> <p><u>Rural Health Clinics/Federally Qualified Health Centers Telehealth service:</u>                      G2025 (effective July 1<sup>st</sup>, 2020); Telehealth distant site service to be used with all Medicare approved services</p>		<p><u>On-line evaluation service by QNP:</u>                      98970/G2061; up to 7 days, cumulative 5-10 min                      evaluation                      98971/G2062; up to 7 days, cumulative 11-20 min                      98972/G2063; up to days</p>			

# VHAN Telehealth Quick Reference Coding Guide: Key Terms

**Qualified Health Professionals:** Individuals who are qualified by education, training, licensure/regulation (when applicable) and facility privileging (when applicable) and who perform a professional service within his/her scope of practice and independently reports that professional service. QHPs include Nurse Practitioner, Certified Nurse Specialist, Physician Assistant, Certified Nurse Mid-Wife, Certified Registered Nurse Anesthetist, Clinical Social Worker, and Physical Therapist (AAPC, 2015).

**Qualified Nonphysicians:** Individuals who are unable to bill under regular Evaluation and Management services. QNPs include: Social Worker, Licensed Practical Nurse, Registered Nurse, Surgical Assistant, Surgical Technician, Pharmacist, Nutritionist, Psychologist, Mental Health Counselor, Home Health Nurse etc. (AAPC, 2015).

**HCPCS Codes:** Set of healthcare procedural codes based on the American Medical Association Current Procedural Terminology (CPT). HCPCS includes three levels of codes. Level I codes are numeric and include procedural related services. Level II codes are alphanumeric and include non-physician services such as ambulance services and durable medical equipment devices, and supplies. Level III codes, known as local codes, were used by Medicaid agencies but are now discontinued (American Medical Association, 2020).

**CPT Codes:** A medical coding set maintained by the American Medical Association, which describes medical, surgical, and diagnostic services. These patient services are rendered by physicians, payers, and financial teams and communicate uniformed information about the procedures submitted on claims (American Medical Association, 2020).

**ICD-10 Diagnostic Codes:** The International Classification of Diseases, Tenth Edition (ICD-10), is a clinical cataloging system that went into effect for the U.S. healthcare industry on Oct. 1, 2015, after a series of lengthy delays. Accounting for modern advances in clinical treatment and medical devices, ICD-10 codes offer many more classification options, compared with those found in its predecessor, ICD-9. The adoption of the ICD-10 code set also allows for more accurate payment for new procedures, fewer rejected claims, fewer fraudulent claims, a better understanding of new procedures, and improved disease management (American Medical Association, 2020).

**Telehealth Visits:** Telehealth refers to the electronic and telecommunication of remote health care related services at-a-distance. These visits are routine office visits performed using audio and video (requires synchronous, real-time audio and video communication).

**Virtual Check-Ins:** Remote evaluation of recorded video or images submitted by a patient (new and established now allowed); brief (5-10 minute) check-in with a physician or other provider via telephone or other telecommunications device to decide whether an office visit or other service is needed.

**E-Visits:** Asynchronous (not real-time) communication with a patient through a patient portal or other online method, resulting in a digital E/M service.

**Place of Service Modifiers:** Two-digit codes placed on claims to indicate settings in which a service was provided. (CMS, 2019).

**COVID-19:** Mild to severe respiratory illness that is caused by a coronavirus (*Severe acute respiratory syndrome coronavirus 2* of the genus *Beta coronavirus*), is transmitted chiefly by contact with infectious material (such as respiratory droplets), and is characterized especially by fever, cough, and shortness of breath and may progress to pneumonia and respiratory failure (CDC, 2020).

**New Patients:** Patients whom have not received any professional services rendered by physicians and other qualified health care professionals who may report evaluation and management services reported by a specific CPT code(s) from the physician/qualified health care professional or another physician/qualified health care professional of the *exact same specialty and subspecialty* who belongs to the same group practice, within the past three years (AAP, 2016).

**Established Patients:** Patients who receive professional services from physicians/qualified health care professionals or other physicians/qualified health care professionals of the *exact same specialty and subspecialty* who belongs to the same group practice, within the past three years (AAP, 2016).

<https://www.cms.gov/Medicare/Medicare-General-Information/Telehealth/Telehealth-Codes>.

<https://www.cms.gov/outreach-and-education/outreach/ffsprovpartprogprovider-partnership-email-archive/2020-04-03-minc-se>.

<https://www.cms.gov/newsroom/press-releases/cms-news-alert-april-6-2020>.

<https://www.cms.gov/files/document/se20011.pdf>.

<https://www.aafp.org/dam/AAPF/documents/advocacy/prevention/crisis/CMSGeneralTelemedicineToolkit.pdf>.

<https://www.foley.com/en/insights/publications/2020/05/covid19-cms-second-changes-telehealth-what-know>.

<https://www.cms.gov/files/document/summary-covid-19-emergency-declaration-waivers.pdf>.

[https://www.aafp.org/journals/fpm/blogs/gettingpaid/entry/covid\\_antibody\\_coding.html](https://www.aafp.org/journals/fpm/blogs/gettingpaid/entry/covid_antibody_coding.html).

<https://coviduninsuredclaim.linkhealth.com/>.