



## COVID-19 PHONE AND DIGITAL ENCOUNTER CODES

CPT or HCPCS Code	Description	Requirements
99441	Telephone E/M service by MD or QHCP; 5-10 minutes	Telephone services that are non-face-to-face evaluation and management services provided to a patient using the telephone by a physician or other qualified health care professional, who may report E/M services.  These codes are used to report episodes of patient care initiated by an established patient, parent, or guardian of an established patient.  Other requirements: <ol style="list-style-type: none"> <li>1. If the call results in the patient coming in for a face-to-face visit within 24 hours, then cannot bill these codes.</li> <li>2. If the call refers to an E/M service performed within the last seven days, then the codes are not billable.</li> </ol>
99442	Telephone E/M service by MD or QHCP; 11-20 minutes	
99443	Telephone E/M service by MD or QHCP; 21-30 minutes	
99421	Online digital E/M for est. pt.; 5-10 minutes	E-Visits: Non-face-to-face “patient-initiated digital communications that require clinical decision that otherwise typically would have been provided in the office.”  The codes are intended to cover short-term (“up to seven days”) evaluations and assessments that are conducted online or via some other digital platform.  This includes any associated interpretation and clinical decision making.  Requirements: <ol style="list-style-type: none"> <li>1. Verbal consent is required by CMS.</li> <li>2. The patient initiates the service with an inquiry through the portal.</li> <li>3. The service is documented in the medical record.</li> <li>4. If the patient had an E/M service within the last seven days, these codes may not be used for that problem.</li> <li>5. If the inquiry is about a new problem, these codes may be billed.</li> <li>6. This is for established patient per CPT.</li> <li>7. The digital service must be provided via a HIPAA-compliant platform, such as an electronic health record portal, secure email or other digital applications.</li> </ol>
99422	Online digital E/M for est. pt.; 11-20 minutes	
99423	Online digital E/M for est. pt.; 21+ minutes	
G2061	Qual. non-phys. health care prof. online assess; 5-10 minutes	
G2062	Qual. non-phys. health care prof. online assess; 11-20 minutes	
G2063	Qual. non-phys. health care prof. online assess; 21+ minutes	