

Video Visit E&M vs. Telephone E&M vs. Telephone Only - Revised 3/22/2023

| Video Visit E&M | | Telephone Visit E&M | Telephone Only | | |
|---|----------------------------|--|--|-------|---------|
| Visit Type: Video | | Visit Type: Telephone | Visit Type: Telephone | | |
| Description: Office or other outpatient visit for evaluation and management of a new or established patient performed via interactive video | | Description: Office or other outpatient visit for the evaluation and management of a new or established patient performed via telephone | Description: Telephone evaluation and management service provided by a provider to an established patient, parent, or guardian not originating from a related E/M service provided within the previous 7 days nor leading to an E/M service or procedure within the next 24 hours or soonest available appointment | | |
| During the COVID-19 crisis: • All payers are allowing E&M visits (99211-99215) to be billed when services are rendered via video • Please note, Priority Health and Cigna (Michigan Cigna members only) are no longer reimbursing for telehealth urgent care visits | | • Payers that allow E/Ms to be billed for telephone: Aetna, BCBS, BCN, Medicare Plus Blue, BCN Advantage, Humana, Humana Advantage, Medicaid, Medicaid HMO's, Tricare, HAP (Health Alliance Plan) • Payers that require telephone codes (99441-99443): Medicare, Cigna (including Michigan members), Priority Health (including Medicare/Medicaid), All Others Not Listed • G2012: UHC • G0071 (G2025): Medicare RHC (Reimbursement similar to E&M) | During the COVID-19 crisis: • These codes may be performed for new patients, as well as established. • If the patient has any payer other than listed in the Telephone Visit E&M column, then the telephone codes must be used. | | |
| Description | Code | Charge | Description | Code | Charge |
| | | | During PHE - Medicare and all payers except United Healthcare: | | |
| New Patient Level 2 (15-29 min) | VIDEO 99202* or 99202 TH** | \$131.00 | Phone Encounter by Physician/QHP (5-10 min) | 99441 | \$32.00 |
| New Patient Level 3 (30-44 min) | VIDEO 99203* or 99203 TH** | \$185.00 | Phone Encounter by Physician/QHP (11-20 min) | 99442 | \$62.00 |
| New Patient Level 4 (45-59 min) | VIDEO 99204* or 99204 TH** | \$283.00 | Phone Encounter by Physician/QHP (21-30 min) | 99443 | \$91.00 |
| New Patient Level 5 (60-74 min) | VIDEO 99205* or 99205 TH** | \$357.00 | | | |
| Established Patient Level 1 (< 10 min) | VIDEO 99211* or 99211 TH** | \$40.00 | During PHE - United Healthcare: | | |
| Established Patient Level 2 (10-19 min) | VIDEO 99212* or 99212 TH** | \$78.00 | Medicare Telephone (5-10 min) | G2012 | \$33.00 |
| Established Patient Level 3 (20-29 min) | VIDEO 99213* or 99213 TH** | \$129.00 | Medicare Telephone (11-20 min) | G2252 | \$63.00 |
| Established Patient Level 4 (30-39 min) | VIDEO 99214* or 99214 TH** | \$187.00 | | | |
| Established Patient Level 5 (40-54 min) | VIDEO 99215* or 99215 TH** | \$251.00 | Post PHE - Medicare | | |
| Prolonged E/M Beyond Max Time (Minimum 15 min. increments) | G2212 | \$60.00 | Medicare Telephone (5-10 min) | G2012 | \$33.00 |
| | | | Medicare Telephone (11-20 min) | G2252 | \$63.00 |

*Cerner & eCW

**ARIA

Feb 2023 Updates noted in blue

Contacts for questions or updates: Tonya Fisher, Chelsea Szafranski