



ENCOUNTER

Does it involve a face-to-face encounter?

Will this encounter determine if an office visit is necessary?

CODE

Code 99201-99205 or 999211-99215 for telehealth

Code G2010 for virtual check-in

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Code 99421-99425 for an e-visit

Code 99441-99443 for a telephone E&M visit

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KEY CONSIDERATIONS

Must include non-audio and video technology
 Meet same standards in-person
 I paid a higher fee a regular, in-person

For new and established patients
 Can be performed by a physician or other qualified health care professional or a professional or a professional and management (E&M) service by a non-E&M provider
 Must be patient-initiated
 Does not originate from a telehealth E&M service, in-person or
 e-environment, not lead to an E&M service or procedure, in-person
 24 hours of on-call appointment
 Late-10-minute medical diagnosis
 Can be conducted via audio/video, audio only, or one-and-for-all
 communication
 It does not mean to take place of a visit (telemedicine, in-person, or
 alternative audio-only phone call)
 Tip: Think of this as a triage phone call to determine if the patient
 needs an E&M visit.

Must be patient-initiated
 For established patients

