

VIRTUAL VISITS | Coding and Documentation Standards

Coding Visits with Audio and/or Video Capabilities

Use the table below to identify the appropriate code based on the type of virtual visit.

CPT/HCPCS CODE	DESCRIPTION	IN-PERSON	AUDIO & VIDEO	AUDIO ONLY
99201-99215	New and established patient office visits (E/M)	Yes	Yes	No
G0402	Welcome to Medicare - Initial Preventive Physical Exam (IPPE)	Yes	No	No
99495-99496	Transitional care management (moderate and high MDM)	Yes	Yes	No
99441-99443	Telephone E/M services	No	No	Yes
G0296	Counseling to discuss need or LDCT for lung cancer screening	Yes	Yes	Yes
G0438	Annual wellness visit, includes PPPS, first visit	Yes	Yes	Yes
G0439	Annual wellness visit, includes PPPS, subsequent visit	Yes	Yes	Yes
99497-99498	Advance care planning	Yes	Yes	Yes
99406-99407	Smoking and tobacco cessation counseling	Yes	Yes	Yes
99354-99355	Prolonged E/M or psychotherapy service, beyond typical time	Yes	Yes	Yes
G0513-G0514	Prolonged preventive services, beyond the typical time	Yes	Yes	Yes
G0442	Annual alcohol misuse screening	Yes	Yes	Yes
G0443	Brief face-to-face counseling for alcohol misuse	Yes	Yes	Yes
G0444	Annual depression screening	Yes	Yes	Yes
G0445	High-intensity behavioral counseling to prevent STI	Yes	Yes	Yes
G0446	Intensive behavioral therapy to reduce cardiovascular disease risk, face-to-face, individual, biannual	Yes	Yes	Yes
G0447	Face-to-face behavioral counseling for obesity	Yes	Yes	Yes

Sources: https://www.aafp.org/journals/fpm/blogs/inpractice/entry/telephone_visits.html?cmpid=em_FPM_20200506
<https://www.cms.gov/Medicare/Medicare-General-Information/Telehealth/Telehealth-Codes>

Coding Visits with Audio and/or Video Capabilities (Continued)

Use the table below to identify the appropriate code based on the type of virtual visit.

Type of Virtual Visit	Service provided	Codes
Audio and Video Visit, new and established patients	Audio virtual visit plus Video (counts if even only for part of the visit)	Regular E&M codes Remember physical bullet points in general: 99202=99213 and 99203=99214
Audio only Visit, new and established patients	Only able to do the Audio portion	Bill telephonic patient codes only: 99441 – 5-10 minutes 99442 – 11-20 minutes 99443 – 21-30 minutes <i>*Time-based codes can be used by Physicians and APPs. Total time should be the overall time the provider spends talking with the patient; MA time is not to be included in the total time.</i>

Documentation Standards and Considerations

NEW PATIENT (All 3 Components must be satisfied)	99201	99202	99203	99204	99205
PATIENT HISTORY	Problem Focused	Expanded Problem Focused	Detailed	Comprehensive	Comprehensive
CC/HPI (Documentation of CC is required for all levels) Location Context Quality Timing Severity Modifying Factors Duration Signs & Symptoms	Brief 1-3 Elements	Brief 1-3 Elements	Extended 4+ Elements	Extended 4+ Elements	Extended 4+ Elements
Review of Systems Constitutional GI Psychiatric Eyes GU Endocrine ENT Musculoskeletal Hematologic/Lymphatic Cardiovascular Integumentary Allergic/Immunologic Respiratory Neurologic		Problem Focused 1 System	Extended 2-9 Systems	Complete 10+ Systems	Complete 10+ Systems
Past, Family, Social History Past History Family History Social History			Problem Focused 1 Pertinent Element	Complete 2-3 Elements	Complete 2-3 Elements
EXAMINATION	Problem Focused	Expanded Problem Focused	Detailed	Comprehensive	Comprehensive
Body Areas: Head, Neck, Chest, Abdomen, Genitalia, Back, Each Extremity Organ Systems: Constitutional, Eyes, ENT, Cardiovascular, Respiratory, GI, GU, Musculoskeletal, Skin, Neurologic, Psychiatric, Hematologic/Immunologic/Lymphatic	1-5 Elements in at least 1 Body Area or System Limited to affected body area or organ system	At least 6 elements in at least 1 Body Area or System Affected body area/organ system and other symptomatic or related systems	At least 2 elements in at least 6 Body Areas or Systems Extended exam of affected body areas/organ systems and other symptomatic or related systems	At least 2 elements in at least 9 Body Areas of Systems General multi-system exam	At least 2 elements in at least 9 Body Areas of Systems General multi-system exam
MEDICAL DECISION MAKING	Straightforward	Straightforward	Low Complexity	Moderate Complexity	High Complexity
Amount of Complexity	1 self limited or minor problem	1 self limited or minor problem	Acute uncomplicated illness or injury; 2 or more self-limited or minor problems	Undiagnosed new problem; 1 or more chronic illness with mild exacerbation; 2 or more stable chronic illness	Acute or chronic illness or injury that may pose a threat to life; 1 or more chronic illnesses with severe exacerbation or side effect of treatment
Number Diagnoses or Treatment Options	Minimal	Minimal	Limited	Multiple	Extensive
Amount of Tests and Documentation Reviewed	Minimal	Minimal	Limited	Moderate	Extensive
Risks of Complications, Morbidity and/or Mortality	Minimal risk	Minimal risk	Low risk	Moderate risk	High

ESTABLISHED PATIENT (2 of 3 Components must be satisfied)	99212	99213	99214	99215
PATIENT HISTORY	Problem Focused	Expanded Problem Focused	Detailed	Comprehensive
CC/HPI (Documentation of CC is required for all levels) Location Context Quality Timing Severity Modifying Factors Duration Signs & Symptoms	Brief 1-3 Elements	Brief 1-3 Elements	Extended 4+ Elements	Extended 4+ Elements
Review of Systems Constitutional GI Psychiatric Eyes GU Endocrine ENT Musculoskeletal Hematologic/Lymphatic Cardiovascular Integumentary Allergic/Immunologic Respiratory Neurologic		Problem Focused 1 System	Extended 2-9 Systems	Complete 10+ Systems
Past, Family, Social History Past History Family History Social History			Problem Focused 1 Pertinent Element	Complete 2-3 Elements
EXAMINATION	Problem Focused	Expanded Problem Focused	Detailed	Comprehensive
Body Areas: Head, Neck, Chest, Abdomen, Genitalia, Back, Each Extremity Organ Systems: Constitutional, Eyes, ENT, Cardiovascular, Respiratory, GI, GU, Musculoskeletal, Skin, Neurologic, Psychiatric, Hematologic/Immunologic/Lymphatic	1-5 Elements in at least 1 Body Area or System Limited to affected body area or organ system	At least 6 elements in at least 1 Body Area or System Affected body area/organ system and other symptomatic or related systems	At least 2 elements in at least 6 Body Areas or Systems Extended exam of affected body areas/organ systems and other symptomatic or related systems	At least 2 elements in at least 9 Body Areas of Systems General multi-system exam
MEDICAL DECISION MAKING	Straightforward	Low Complexity	Moderate Complexity	High Complexity
Amount of Complexity	1 self limited or minor problem	Acute uncomplicated illness or injury; 2 or more self limited or minor problems	Undiagnosed new problem; 1 or more chronic illness with mild exacerbation; 2 or more stable chronic illness	Acute or chronic illness or injury that may pose a threat to life; 1 or more chronic illnesses with severe exacerbation or side effect of treatment
Number Diagnoses or Treatment Options	Minimal	Limited	Multiple	Multiple
Amount of Tests and Documentation Reviewed	Minimal	Limited	Moderate	Extensive
Risks of Complications, Morbidity and/or Mortality	Minimal risk	Low risk	Moderate risk	High