

PLEASE NOTE: CMG participating carriers recommend a Place of Service code “O2” and Modifier “GT” unless otherwise instructed. Please review the Carrier Coverage Guidelines for each carrier.

TELEHEALTH SERVICES	HCPCS/CPT CODES FOR COMMON E&M SERVICES	CARRIER COVERAGE GUIDELINES
Remote E&M services that involve the use of audio/visual real-time telecommunication technology between a provider and pt. (e.g., Doxy.me, MDLive, FaceTime, smart phones, or Skype)	<p>99201-99215: New/estab. pt. E&M visits performed as outpt. office</p> <ul style="list-style-type: none"> Follow the same documentation guidelines as a face-to-face encounter May be billed on time alone when greater than 50% of total time spent is counseling and/or coordination of care and documented appropriately <p>*Use 99211 when pt. presents for the sole purpose of swab collection. Do not bill with any other E&M service on the same day. Append ICD-10 codes Z20.828 or Z03.818.</p>	<ul style="list-style-type: none"> Aetna Comm/MA Anthem Comm/MA CarePartners Cigna: w/ POS 11 & Mod. GQ, GT, or 95; add Mod. CR for COVID-19 suspected, exposure, or related CTCare Comm/MA: w/ POS 11 Harvard Pilgrim MC Part B: w/ POS 11 & Mod. 95; add Mod. CS if COVID-19 Testing-Related Service T19: w/ Mod. 95 UHC Comm/MA: w/ POS 11 & Mod. 95
	<p>99241-99245: New/estab. pt. consultation E&M performed as outpt. office, level 1-5</p> <ul style="list-style-type: none"> Follow the same documentation guidelines as a face-to-face encounter May be billed on time alone when greater than 50% of total time spent is counseling and/or coordination of care and documented appropriately 	<ul style="list-style-type: none"> Aetna Comm/MA Anthem Comm T19: w/ Mod. 95
	<p>99381-99387/99391-99397: New/estab. pt. comprehensive preventative medicine E&M service</p> <ul style="list-style-type: none"> Follow the same documentation guidelines as a face-to-face encounter 	<ul style="list-style-type: none"> T19: w/ Mod. 95
TELEPHONIC SERVICES	HCPCS/CPT CODES FOR COMMON E&M SERVICES	CARRIER COVERAGE GUIDELINES
Audio only; no visual required.	<p>G2012: Brief (5-10 min) communication (e.g., virtual check-in) by phone not originating from other E&M service within the last 7 days or leading to E&M within 24 hrs</p> <ul style="list-style-type: none"> Document the encounter and total time spent in the pt.'s chart 	<ul style="list-style-type: none"> Aetna Comm/MA Anthem MA CarePartners: w/ POS 02, no Mod. Cigna: w/ POS 11, no Mod. CTCare MA: w/ POS 11 & Mod. GT or 95; add Mod. CS if COVID-19 Testing-Related Service MC Part B: w/ POS 11 – no Mod. UHC Comm/MA: w/ POS 11 – no Mod.
	<p>99201-99215: New/estab. pt. E&M visits performed as outpt. office</p> <ul style="list-style-type: none"> Follow the same documentation guidelines as a face-to-face encounter May be billed on time alone when greater than 50% of total time spent is counseling and/or coordination of care and documented appropriately 	<ul style="list-style-type: none"> Cigna: w/ POS 11 & Mod. GQ, GT, or 95; add Mod. CR for COVID-19 suspected, exposure, or related Harvard Pilgrim: w/ Mod. GQ UHC Comm: w/ POS 11 & Mod. 95
	<p>99241-99245: New/estab. consultation E&M performed as outpt. office, level 1-5</p> <ul style="list-style-type: none"> Follow the same documentation guidelines as a face-to-face encounter May be billed on time alone when greater than 50% of total time spent is counseling and/or coordination of care and documented appropriately 	<ul style="list-style-type: none"> Harvard Pilgrim: w/ Mod. GQ
	<p>99441: Telephone E&M services to estab. pt. not originating from other E&M service within the last 7 days or leading to E&M within 24 hrs, 5-10 min 99442: Telephone E&M services, 11-20 min 99443: Telephone E&M services, 21-30 min</p> <ul style="list-style-type: none"> Document the encounter and total time spent in the pt.'s chart 	<ul style="list-style-type: none"> Aetna Comm/MA Anthem Comm/MA CarePartners: w/ no Mod. CTCare Comm/MA: w/ POS 11 Harvard Pilgrim: w/ Mod. GQ MC Part B: w/ POS 11 & Mod. 95 and CR; add Mod. CS if COVID-19 Testing-Related Service T19: w/ Mod. 95 (only 99441 not covered by T19) UHC Comm/MA: w/ POS 11 – no Mod.
E-VISITS	HCPCS/CPT CODES FOR COMMON E&M SERVICES	CARRIER COVERAGE GUIDELINES
Online portal communication between a pt. and provider (e.g., MyChart)	<p>99421: Online digital E&M services for estab. pts., up to 7 days cumulative time, 5-10 min 99422: Online digital E&M services for estab. pts., up to 7 days cumulative time, 11-20 min 99423: Online digital E&M services for estab. pts., up to 7 days cumulative time, 21+ min</p> <ul style="list-style-type: none"> Document the encounter and the cumulative time spent up to 7 days in the pt.'s chart 	<ul style="list-style-type: none"> CarePartners: w/ POS 11 CTCare Comm/MA: w/ POS 11 - Mod. GT, add Mod. CS if COVID-19 Testing-Related Service Cigna: w/ POS 11 – Mod. GQ, GT, or 95, add Mod. CR for COVID-19 suspected, exposure, or related Harvard Pilgrim: w/ Mod. GT, 95, or GQ MC Part B: w/ POS 11, no Mod.; add Mod. CS if COVID-19 Testing-Related Service UHC Comm/MA: w/ POS 11 – Mod. 95
	<p>G2010: Remote evaluation of recorded video and/or images submitted by estab. pt. (store & forward) including interpretation with f/u with pt. within 24 hrs</p> <ul style="list-style-type: none"> Indicates that a provider reviewed, analyzed, and interpreted video and/or images submitted by a remote pt. and followed up w/ the pt. in 24 hrs Encounter is documented w/ video/imaging in chart 	<ul style="list-style-type: none"> Aetna Comm/MA CarePartners: w/ POS 11 MC Part B: w/ POS 11 UHC Comm/MA: w/ POS 11

COVID-19 RELATED DIAGNOSES	COVID-19 SUSPECT SIGNS & SYMPTOMS	COMORBID CONDITIONS
<p>For known exposure to COVID-19 without diagnosis of COVID-19, report Z20.828: "Contact with and (suspected) exposure to other viral communicable diseases."</p> <p>For suspected exposure to COVID-19 that is ruled out after evaluation, report Z03.818: "Encounter for observation for suspected exposure to other biological agents ruled out."</p> <p>For a diagnosis of COVID-19, report the code for the pt. condition that is related to the COVID-19, e.g., J12.89 "Other Viral Pneumonia" and B97.29 "Other Coronavirus as the cause of disease classified elsewhere."</p> <p>NEW CODE (4/1): U07.1 – COVID-19</p>	<p>For suspected COVID-19—not confirmed or ruled out at the encounter—report codes for the presenting signs and symptoms. Do not report a code for coronavirus when this diagnosis is not stated in the medical record.</p> <p>ACUTE BRONCHITIS DUE TO OTHER SPECIFIED ORGANISMS J20.8 ACUTE LOWER RESPIRATORY INFECTION J22 ACUTE RESPIRATORY DISTRESS SYNDROME (ARDS) J80 ACUTE SINUSITIS, UNSPECIFIED J01.9 ACUTE UPPER RESPIRATORY INFECTION J06.9 DIARRHEA R19.7 DISTURBANCE OF SMELL & TASTE R43.9 FEVER R50.9 HEADACHE R51 OTITIS MEDIA, UNSPECIFIED H66.9 SHORTNESS OF BREATH R06.02 VOMITING R11.10</p>	<p>ASTHMA J45.909 CAD I25.10 COPD J44.9 DIABETES E11.9 OR E10.9 DYSPNEA R06.00 HEART FAILURE, UNSPECIFIED I50.9 HYPERTENSION I10 MORBID OBESITY E66.01 OBSTRUCTIVE SLEEP APNEA G47.33</p>