



Integrated Health Care

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Telephone Visits in Medisoft – Below are some common codes

We have been given the following information from our BCBS Provider Network Consultant recently:

- The MD allowable for all CPT codes listed below is **\$44.00**
(the rate will be lower for non- MD's **we do not know this amount at this time)
- The Telehealth Place of Service Code is 02- use this instead of 11 (office)
- You bill one of these 6 codes-not your normal CPT code
- **99441-99443 are for speaking to the patient via the Telephone**
- **99421-99423 are for using Skype, Facetime or other tool with the patient**
-this is an acceptable method at this time based on the current COVID-19 situation
- Patient's copays and deductibles are waived at this time for these 6 CPT codes
BCBS will pay the allowed amount
- Preauthorization will be waived for these codes at this time if the patient's policy requires one
- Do not call BCBS at this time to check benefits- their phones are flooded with calls
- Use Availity, Eligibility & Benefits to check the policy that there is coverage for these codes
- **Note: not all policies cover Telehealth services.**

99441-99443 are for speaking to the patient via the Telephone

CPT Code: 99441

Description: Phone E/M phys/QHP **5-10 min**

Full Description: Physician/Qualified Health Professional telephone evaluation 5-10 minutes for an established patient

CPT Code: 99442

Description: Phone E/M phys/QHP **11-20 min**

Full Description: Physician/Qualified Health Professional telephone evaluation 11-20 minutes for an established patient

CPT Code: 99443

Description: Phone E/M phys/QHP **21-30 min**

Full Description: Physician/Qualified Health Professional telephone evaluation 21-30 minutes for an established patient

For most Insurances use Place of Service Code is **02** and Modifier **95**

For Medicare use Place of Service **02** and Modifier **GT**

These are the numbers **02** (not the letter o)

Medisoft Network Professional

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General Amounts Allowed Amounts

Code 1: **99441** - **SAMPLE**

Description: Phone E/M phys/QHP 5-10 min

Code Type: Procedure charge

Account Code:

Type of Service: 1

Place of Service: 02

Alternate Codes

2: 99441

3: 99441

Time To Do Procedure: 0

Service Classification: A

Don't Bill To Insurance:

Only Bill To Insurance:

Default Modifiers: 95

Type of Service Code use 1
(1 is Medical Care)

Place of Service Code use **02**
These are the numbers 0 and 2
(Not the letter o)

Modifier:
For most Insurances Modifier **95**
For Medicare use Modifier **GT**

Other Codes:

99421-99423 are for using Skype, Facetime or other Video tool with the patient

CPT Code: 99421

Description Online Digital E/M SVC 5-10 MIN

Full Description Physician/Qualified Health Professional online digital evaluation 5-10 min for an established patient

CPT Code: 99422

Description Online Digital E/M SVC 11-20 MIN

Full Description Physician/Qualified Health Professional online digital evaluation 11-20 min for an established patient

CPT Code: 99423

Description Online Digital E/M SVC 21-30 MIN

Full Description Physician/Qualified Health Professional online digital evaluation 21-30 min for an established patient

Abbreviations:

E/M = Evaluation & Management

QHP = Qualified Health Professional

OL = Online Digital

Covered telehealth visits currently include 2-way, live interactive telephone communication and digital video consultations, which can allow concerned members to connect with their physicians while reducing the risk of exposure to contagious viruses or further illness.

Note, this is subject to change.