



## 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

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: 11

Alternate Codes

2: 99441

3: 99441

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 11  
*Note, this changed from 02*

Modifier:  
For most Insurances Modifier 95

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.*