COVID 19 & Telehealth
Understanding Coding and Billing Guidelines
Telehealth Visits

New or established patient has visit with provider similar to an in person visit for Covid-19 OR non Covid-19 related services

Visit is performed via audio or video to include Skype, Facetime, Zoom, etc.

Provider bills with CPT codes that you would normally use if visit was in person: New Patient Visits 99201-99205 and Established Patients-99211-99215

Provider bills with Place of Service Codes That would normally be used: 02,11, 20, 22, or 23,

Provider bill with Modifier 95
Virtual Check Ins

Established patient initiates a brief 5-10 minute check in with provider that is not related to previous visit in the last 7 days and does not result in an appointment in the next 24 hours (or soonest appointment available).

Visit is performed via audio, video, text, email, or provider portal (My Chart).

Provider bills with CPT codes 99441-99443 (WI Medicaid recognizes these codes) OR G2012 and G2010

Provider bills with Place of Service Codes: 02, 11, 20, 22, or 23

Provider bills with Modifier 95.
Established patient sends message to provider online.

E Visit is performed through online patient portal (My Chart).

Provider bills with CPT codes 99421-99423

Provider bills with Place of Service codes: 02, 11, 20, 22, or 23

Providers are not required to bill a modifier for this service.
Telephone Calls

New or established patient has visit with provider similar to an in person visit for Covid-19 OR non Covid-19 related services

Visit is performed over a telephone call with provider; no video.

Provider bills with CPT codes that you would normally use if visit was in person: New Patient Visits 99201-99205 and Established Patients-99211-99215

Provider bills with Place of Service Codes that would normally be used: 02, 11, 20, 22, or 23

Provider bills with Modifier 95
Additional Information

• This guide is for providers to understand how CCHP with reimburse for TeleHealth Services.

• This guide applies to dates of service through June 30th unless CCHP decides to extend the date. Updates will be provided on our website if this date changes.

• Please visit the CMS Medicare Telemedicine Health Care Provider Fact Sheet to identify which providers can perform telehealth services and which codes to bill.