



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 nonCOVID-19 related services.



Visit is performed via audio or video to include Skype, FaceTime, Zoom, Doximity, 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 bills modifier GT. Modifier 95 should be used for temporary services.

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 (MyChart).



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 modifier GT. Modifier 95 should be used for temporary services.

E-Visits: Established patient sends message to provider online.



E-Visit is performed through online patient portal (MyChart).



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 nonCOVID-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 modifier GT. Modifier 95 should be used for temporary services.

Additional Information

This guide is for providers to understand how CCHP will reimburse for telehealth services.

CCHP is extending our Telehealth policies until further notice. Updates will be provided on our website if this 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.

