



Telehealth Billing Guidelines - PCP

Telehealth Billing Guidelines (temporary during Covid-19 pandemic and subject to changing payer regulations)

For billing purposes, Telehealth is generally defined as all health care services that are provided via live, interactive audio and visual transmissions of a physician-patient encounter. To qualify, physician must be using a HIPAA-compliant video* platform such as the Zoom application offered by GNP.

Billing for a Video Visit is the same as billing for a regular established patient E&M visit, except that you must use Place of Service (POS) 02-Telehealth. PPOs are also currently requiring a 95 modifier on the claim. See grid below.

Payor	CPT Codes	Place of Service	Modifier	Reimbursement
Medicare	99212-99214	02	None	Same as office visit*
GNP PCP (FP,IM,Peds)	99212-99214	02	None	Same as Encounter Bonus
PPO	99212-99214	02	95	Same as office visit *

* Disclaimer: Based on latest information from CMS and PPO plans, but there is no guarantee of reimbursement.

Diagnosis:

- **Unrelated to COVID-19:** Any diagnosis based on patient’s signs and symptoms
- **“Suspected,” “possible,” or “probable” COVID-19:** Provider should assign a diagnosis code explaining the reason for the encounter.
- **Patients presenting with signs/symptoms (such as fever, etc.) and a definitive diagnosis has not been established:** Assign the appropriate code(s) for each of the presenting signs and symptoms such as:
 - R05 Cough
 - R06.02 Shortness of breath
 - R50.9 Fever, unspecified
- **Concern about a possible exposure to COVID-19, but positive diagnosis is ruled out after evaluation:** Z03.818, Encounter for observation for suspected exposure to other biological agents ruled out.
- **Actual exposure to someone who is confirmed to have COVID-19:** Z20.828, Contact with and (suspected) exposure to other viral communicable diseases.
- **New emergency code established by WHO:** U07.1, 2019-nCoV acute respiratory disease

Chart Documentation

In addition to the correct coding, the patient’s chart must include the following documentation:

1. Patient agreed to the video visit
2. Visit was performed via a secure video platform
3. All required documentation to support the level of visit coded and the diagnosis given

Copay/Co-insurance

In the interest of patient convenience and adoption, GNP has agreed to waive all copays for Video Visits, whether they are related to Covid-19 or not. Medicare doesn’t usually have a copay and PPO plans will vary.

NextGen Physicians

For physicians using the NextGen system, the ‘Finalize’ template will be modified to include TeleHealth billing functionality that will default the correct codes and place of service. Naomi Schaefer will communicate instructions once this development is complete.

*As of the writing of this document, these new guidelines are forthcoming and will update you when we have more information. In the meantime, we are recommending HIPAA compliant only platforms.