

# Non-Face-to-Face Services Guide -

CPT® 2020



Category	Codes	Allowable*	Associated Time	Code Description	Phase	Guidance**	Emergency Order Only
Principal Care Management	G2064	\$95.53	30 minutes/month	Chronic care management services, provided personally by a <b>physician</b> or other qualified health care professional, at least 30 minutes of physician or other qualified health care professional time, per calendar month, with the following required elements: <ul style="list-style-type: none"> <li>• Single chronic condition expected to last between 3 months and a year, or until the death of the patient</li> <li>• Chronic conditions place the patient at significant risk of death, acute exacerbation/decompensation, or functional decline</li> <li>• Comprehensive care plan established, implemented, revised, or monitored</li> </ul>	Does not require any technology solution other than a certified EHR.	Requires a formal plan of care and CCM, co-insurance & consent. If the patient has been seen within the last 12 months, this can be achieved by a documented telephone conversation, verbal consent and treatment plan that includes non face-to-face services	
Virtual Check In	G2012	\$15.42	5-10 minutes	Brief communication via telephone or technology-based service by a physician or other qualified health care professional who can report evaluation and management services, provided to an established patient to see if a visit or other service is needed.	Does not require any technology solution	Must be initiated by the patient. Requires verbal consent.	
Online Digital E/M Services	99421	\$16.15	5-10 minutes	Online digital E/M service, for an ext. patient, for up to 7 days, cumulative time during the 7 days <ul style="list-style-type: none"> <li>• Patient-initiated requiring the evaluation, assessment, and management of the patient.</li> <li>• For an established patient only</li> <li>• Reported once in a 7-day period for the provider's <b>cumulative</b> time</li> </ul>	Requires technology based secure communication such as the EHR practice portal, secure messaging via ACO App, FaceTime or WhatsApp, etc.	Requires treatment plan, co-insurance & consent.	
	99422	\$32.60	11-20 minutes	Online digital E/M service, for an ext. patient, for up to 7 days, cumulative time during the 7 days <ul style="list-style-type: none"> <li>• Patient-initiated requiring the evaluation, assessment, and management of the patient.</li> <li>• For an established patient only</li> <li>• Reported once in a 7-day period for the provider's <b>cumulative</b> time</li> </ul>	Requires technology based secure communication such as the EHR practice portal, secure messaging via ACO App, FaceTime or WhatsApp, etc.	Requires treatment plan, co-insurance & consent.	
	99423	\$52.67	21+ minutes	Online digital E/M service, for an ext. patient, for up to 7 days, cumulative time during the 7 days <ul style="list-style-type: none"> <li>• Patient-initiated requiring the evaluation, assessment, and management of the patient.</li> <li>• For an established patient only</li> <li>• Reported once in a 7-day period for the provider's <b>cumulative</b> time</li> </ul>	Requires technology based secure communication such as the EHR practice portal, secure messaging via ACO App, FaceTime or WhatsApp, etc.	Requires treatment plan, co-insurance & consent.	
Telehealth E&M	New Pts 99201-99205 Est Pts 99211-99215	\$109.46 (99203) \$78.77 (99213)	various	Follow E&M documentation guidelines. The 95' edition is effective and vitals are not required. <a href="https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNEdWebGuide/Downloads/95Docguidelines.pdf">https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNEdWebGuide/Downloads/95Docguidelines.pdf</a>	Requires Full Telemedicine capabilities including secure and synchronous audio and video. Use POS -02.	Follow E&M documentation guidelines. The 95' edition is effective and vitals are not required. <a href="https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNEdWebGuide/Downloads/95Docguidelines.pdf">https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNEdWebGuide/Downloads/95Docguidelines.pdf</a>	YES, originating site issues make this nearly impossible under normal circumstances

\*2020 Physician Fee Schedule locality 03. Actual Allowable amounts will vary.

\*\*This supplement is intended only as a quick reference guide. Before reporting a code, make sure to review all current coding and payer guidelines and requirements.

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