

## **Telephone Evaluation Guidelines—UPDATED 5/19/2020 (updates in RED)**

Physicians continue to receive a large number of patient calls related to COVID 19 and other health issues. These services may be billed if documented in the medical record. These are not E/M or video visits. Rather, the codes apply to **telephone evaluations**.

For ALL payers **except Medicaid**:

99441 – 5-10 minutes of medical discussion

99442 – 11-20 minutes of medical discussion

99443 – 21-30 minutes of medical discussion

- The call may be initiated by the patient or the provider for the duration of the Public Health Emergency under updated CMS guidance.
- These can only be reported by providers licensed to render E/M services
- The patient may be new or established to the practice for the duration of the Public Health Emergency under updated CMS guidance.
- The visit can't be related to an E/M service provided in the *last 7 days*
- The visit can't trigger a face-to-face visit within 24 hours or the soonest available appointment

***Note: In order to bill for the service, continue to document the call in an eCW telephone encounter using the workflow detailed below.***

***The documentation must include: the patient's verbal consent, the approximate start and stop time of the call, and a brief note on the content of the discussion with the patient.***

- Use code G2012 for Medicare patients ***only*** when the telephone evaluation ***is a brief check in requiring minimal evaluation***.

**For Medicaid:**

**As of LA Medicaid notice 5.15.2020**

Effective June 1, 2020 DOS, LA Medicaid will **no longer accept the codes 99441,99442 and 99443 for telephone evaluations**.

**\*\*NOTE\*\* Providers using eCW can still continue their current workflow using these codes for ALL payers, TUMG billing will make the necessary edits on the backend prior to sending out claims.**

**The appropriate E/M codes to represent telephone calls, beginning June 1, are the outpatient office visit codes 99201-99215. Please note, the elements of service and documentation must reflect the outpatient components for these services to support billing.**

*Published Medicaid Bulletin 5. 15.2020 LA Medicaid and LA Managed Medicaid only:*

*“Effective with dates of service on and after June 1, 2020, “Telephone Services” represented by CPT codes 99441, 99442, and 99443 will no longer be payable under the Professional Services or Outpatient Hospital programs. Claims for audio-only interactions must be coded using the appropriate procedure codes describing the service, for example evaluation and management services, with the telehealth modifier and place of service appended.”*

# Ecw Workflow for documenting and billing for Telephone Evaluations


## TELEPHONE EVALUATION (BILLABLE)

Patient Lookup > Hub > New Tel Enc

The screenshot shows the 'ks' patient hub interface for Peter M. ZzTest. The top navigation bar includes a 'Visits' dropdown and a user profile icon. The main content area displays patient information, including contact details, insurance, and a 'Share' button. A table below shows financial and assignment status. At the bottom, a grid of action buttons is visible, with a red arrow pointing to the 'New Tel Enc' button.

**ks<sup>11</sup>** Visits

Patient Hub (ZzTest, Peter, M)

Labs	DI	Procedures	Imm/T.Inj	Referrals	Allergies	CDSS	Alerts	Notes	
ZzTest, Peter, M 1440 Canal St New Orleans, LA-70112 DOB: 08/27/1981 Age: 38 Y Sex: M Advance Directive: WebEnabled: No Messenger Enabled: Yes Last vMsg: 08/15/2018 09:52:48 Account No: 36038		Info	Home: 852-555-6666 Work: 686-123-4567 Cell: 669-123-4568 Email: Insurance: SELF PAY PCP: Winstead, Daniel Rendering Pr: Default Facility:		 Share				
Patient Balance: \$0.00	Collection Status:	Labs	-	Tel Enc	-	DI	-	Web Enc	-
Account Balance: \$0.00	Assigned To:	Referrals	-	Documents	-	Actions	-	P2P	-

Last Appt: 03/15/2016 11:13 AM Facility: zzTulane University Medical Group  
Next Appt: Facility:  
Bumped Appts: NONE Case Manager Hx: 🗨️

New Appt	<b>New Tel Enc</b>	Print Label(s) ▾	Billing Alert	Patient Docs
Letters	Encounters	Medical Summary	Rx	Progress Notes
eCliniForms	Devices ▾	Problem List	Medical Record	Send eMsg
Account Inquiry ▾	Guarantor Bal.	Consult Notes	Letter Logs	Fax Logs
Action ▾	Flowsheets	Messenger ▾	Billing Logs	PL 9 to 10
ePrescription Logs	PHM Hub ▾			

Close

Complete the following fields:

- Caller – who initiated the call
- Reason – Use drop-down and select from list “**Telephone Evaluation**”
- Click on the “**Virtual Visit**” tab then click the “**Progress Notes**” button on the bottom to switch over to the progress notes view. Doing this will allow you to access your templates.

Click **Templates** button.

To complete required documentation, please use the **Telephone Evaluation** template created:

- Category: set to **ALL**
- Find: Type “**Telephone Evaluation**”
- Click to select the **Telephone Evaluation** template.
- Click **Merge** to merge the template to your progress note.
- Close this window to return to progress notes view.
- Complete all template fields.

**Subjective:**

**Chief Complaint(s):** ▾

- TELEPHONE EVALUATION

**HPI:** ▾

Telephone Evaluations (Billable)

**Disclosure:** Patient initiated call; verbal consent obtained for telephone evaluations.

**Time Spent with Patient:** Start Time: \_\_\_\_\_ End Time: \_\_\_\_\_.

**Content Discussed:** \_\_\_\_.

**Current Medication:**

Remember to add a Diagnosis Code so it can be attached to your CPT code in the billing window.

From the billing window, click “Add E&M” and click on **Telephone Evaluation** and choose appropriate code to drop.

