# Outpatient Telehealth Billing Guidance for Adult Care– Faculty and Housetaff

## Telehealth only billing FAQs: provider is at work/office/home AND patient is at their home

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| **Outpatient/non-UC VIDEO visits** (using Haiku, Vidyo)  
Includes RPV’s, NPV’s, routine visits during COVID crisis | **Housestaff**: Include .tele attest to document patient consent  
**Attending**:  
Include .telesupervision if they joined the video to interact with the patient via 3-way video (NEW smart phrase when working with residents or fellows)  
Include .upiexception for GE modifier visits and .upieval for GC visits | Bill as you would in clinic unless >50% of time is spent in counseling and coordination, then bill on time. See codes (time in mins) below.  
99201 (10’) 99211 n/a  
99202 (20’) 99212 (10’)  
99203 (30’) 99213 (15’)  
99204 (45’) 99214 (25’)  
99205 (60’) 99215 (40’) | For Primary care exception (PE) clinics (PCP, Peds, OB/GYN), can bill 99201-99203; 99211-3; IPPE G0402; AWV G0438 & G0439 without attending joining the video (use GE modifier, use .upiexception in note)  
For PE clinics, 99214-5 must join via 3-way video (use GC modifier and .upieval)  
For all other non-PE clinics, attending must join via 3-way video (use GC modifier and .upieval) |
| **Telephone only visits (NO VIDEO)** >5-10 minutes  
*Not billable if originating from previous visit in past 7 days*  
established patient initiates care | **Housestaff**: “I spoke to the patient on the telephone for our visit today.” and .cumedtelehealthconsent  
Consent requires the patient acknowledge that they agree to treatment via phone  
**Attending**: Include .upiexception for GE modifier visits and .upieval for GC visits | Bill codes from Charge Capture “Telehealth”  
99441 (5-10’)  
99442(11-20’)  
99443(21-30’) | For PE Resident clinics, bill based on time. Add .upiexception  
For all other clinics, Resident or Fellows cannot bill for telephone only visits unless the attending is on the call. |
What is a PE Clinic?
- Primary Care Exception clinic. Under the exception, residents may provide reasonable and necessary, low to mid-level E&M services and Annual wellness exams without the presence of a teaching physician.

How can I perform a physical exam in a telehealth encounter?
- You can document quite a bit by inspection below are some examples:
  - Constitutional: well-nourished, well-developed, well-appearing
  - Ears, nose, mouth, throat: normocephalic, atraumatic, external ears normal by inspection
  - Eyes: no proptosis, extra-ocular eye movement intact, nl sclerae, conjunctivae not injected
  - Neck: No visible goiter, range of motion of neck appears normal
  - Respiratory: No increased respiratory effort
  - Gastrointestinal: No caput medusa
  - Skin: no visible rash, no foot ulcers, no varicose veins
  - Psychiatric: non-anxious, normal affect

If care is escalated to an in clinic visit from a telehealth encounter, can both visits be billed?
- Only ONE can be billed per calendar day.

Can I use phone encounters for new patients?
- As of right now, telephone encounters do not apply to new patients.

If I conduct a Telephone Encounter and the call lasts longer than 30 minutes, how do I bill?
- Bill the telephone encounter with the 30 minute code
- Schedule a telehealth encounter if you know you will need more time. Select the appropriate E/M code from the telehealth section of your preference list

Do I need to associate a diagnosis code?
- Yes

Will payers allow for telephone only encounters?
- Some carriers are now paying for the next 90 days.

What if I communicate with a patient that is out-of-state?
- If you have a license already in that state than you may communicate with the patient on their care and bill.
- If you don’t have a license in the state where you are contacting the patient. Billing should not disrupt patient care but as of right now these are not billable.

Technical FAQs:
- If video malfunctions midway through video visit, do I need to change to telephone encounter billing?
  - If majority of visit was completed with video, then bill VIDEO visit. If not, convert to telephone encounter billing.
- If video malfunctions, can I count the time it takes to re-establish a connection in my billing?
  - No