
As a result of cancelled or rescheduled visits due to COVID-19, phone visits will play a crucial role in continuity of care for our patients. This flyer outlines key requirements in order to bill for a provider/patient phone visit.

General Guidelines

- The patient must be an established patient. Phone visits are not applicable to new patient visits.
- A phone visit will be used in place of a face-to-face visit. Calling patients with test results, as previously done, does not constitute a phone visit.
- Patients must be scheduled with an appropriate ambulatory encounter specific to your facility location.

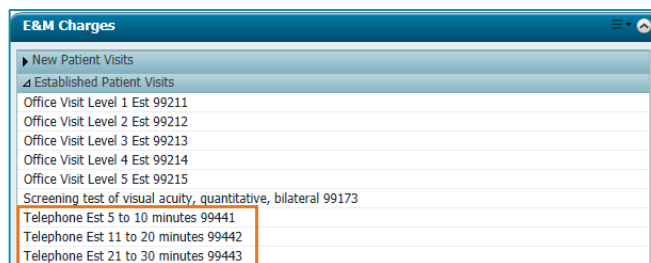
Documentation Requirements

The following criteria must be documented in the visit note to meet coding requirements for a phone visit:

- Chief Complaint
- Confirmation that verbal consent was obtained for this telephone interaction
- Total time of phone conversation
- Discussion of phone conversation in detail
- Final Diagnosis

Charge Orders

Telephone charge orders have been added to all Quick Order pages, E&M Charges component. Time spent on the phone with the patient will determine the appropriate order to place.



E&M Charges	
▶ New Patient Visits	
▾ Established Patient Visits	
Office Visit Level 1 Est 99211	
Office Visit Level 2 Est 99212	
Office Visit Level 3 Est 99213	
Office Visit Level 4 Est 99214	
Office Visit Level 5 Est 99215	
Screening test of visual acuity, quantitative, bilateral 99173	
Telephone Est 5 to 10 minutes 99441	
Telephone Est 11 to 20 minutes 99442	
Telephone Est 21 to 30 minutes 99443	