

For the purpose of clarification telehealth/telemedicine is not synonymous with non-virtual

TYPE OF SERVICE	WHAT IS THE SERVICE?	HCPCS/CPT CODE	EPIC PROCESS
TELEHEALTH	A visit with a provider that uses telecommunication systems between a provider and a patient at a distant site.	Common telehealth services include: 99201-99215 (Office or other outpatient visits); see attached complete Medicare list	Consent can be written or verbal during this public health emergency. Epic scheduling Home telehealth appointment and use .teleastest smart phrase in your note
Non Virtual Visits	Visit with provider in the same location as the patient with the provider in the inpatient/outpatient/obs setting but not in the patient room	Common E/M encounters: 99201-99205; 99211-99215; 99231-99233; 99221-99233; 99217-99225. Behavioral Health providers should use applicable psychotherapy codes.	Bill as normal for these visits with normal LOS or charge capture functionality. This patient treatment is standard care Utilize normal scheduling template and/or Epic note type. Include in your documentation method of communication if not face to face with the patient
VIRTUAL CHECK-IN	A brief (5-10 minutes) check-in with your practitioner via telephone or other telecommunications device to decide whether an office visit or other service is needed.	*HCPCS code G2012 *Code not allowed for Colorado Medicaid	Utilize standard Epic scheduling and note type. Consent can be written or verbal during this public health emergency
Telephone Encounters	Encounters that are provided via telephone or live chat modalities	Physician telephone codes: 99441, 99442, 99443 Non-Physician telephone codes: 98966, 98967, 98968 *Colorado Medicaid use standard E&M codes (99201-99215); *Colorado Medicaid Behavioral Health providers should use applicable psychotherapy codes.	Utilize standard Epic scheduling and note type. Add smart phrase .CUMEDTELEPHONECONSENT – “Patient consented to telephone encounter”
E-Visits	A communication between a patient and their provider through an online patient portal	Providers that can bill E&M services: 99421 99422 99423 Providers that cannot bill E&M services: 98970 98971 98972	E-visits are initiated by the patient through My Health Connection