

CPL Labs-<https://www.cpplabs.com/clinicians/coronavirus-disease-covid-19/>

Medicare telehealth services include office visits, psychotherapy, consultations, and certain other medical or health services that are provided by an eligible provider who isn't at your location using an interactive 2-way telecommunications system (like real-time **audio and video**).

If the doctor's office does not have this capability then you cannot bill Telehealth.

You can bill for Phone Consult, but most will not pay as CMS/MCR does not allow payment for this service.

- 99441-99443 – with MD
- 98966-98968 – with mid-levels and nurses

Per the UHC attachment you sent:

Q: What is the difference between Telehealth services and telephone calls?

A: **Telehealth services are live interactive audio and visual transmissions** of a physician-patient encounter from one site to another using telecommunications technology. They may include transmissions of real time telecommunications or those transmitted by store-and-forward technology. Telephone calls, which are considered audio transmissions, per the CPT definition, are non-face-to-face evaluation and management (E/M) services provided to a patient using the telephone by a Physician or Other Qualified Health Care Professional, who may report evaluation and management services

Additionally:

Telephone Services: Revised language to indicate Oxford follows **CMS guidelines and does not allow reimbursement for telephone services which are non-face-to-face evaluation and management services by a Physician** or Other Qualified Health Care Professional reported with CPT codes 98966-98968 or 99441-99443; they are non-reimbursable codes according to the CMS Physician Fee Schedule (PFS) and are considered an integral part of other services provided.