

Billing Codes for Virtual/Telehealth Visits and Care

Billing Codes

Visit Type with Patients	Description	Billing Code	
Phone by physician and APP	Telephone visit provided to patient by a medical provider	G2012 (<5 min) 99441 (5-10 min) 99442 (11-20 min) 99443 (21-30 min)	
Phone by nurse, other licensed provider who doesn't typically bill	Telephone visit provided to patient by a non-physician healthcare professional	98966 (5-10 min) 98967 (11-20 min) 98968 (21-30 min)	
Video If using other video visit platform (outside of Epic, unauthorized by UNC), create Patient Outreach Encounter and use these same billing codes.	Traditional E/M codes are used for billing video telehealth visits with modifier (drops automatically in Epic)	New patients: Consult: 99241 (15 min) 99242 (30 min) 99243 (40 min) 99244 (60 min) 99245 (80 min) New, Not Referred: 99201 (10 min) 99202 (20 min) 99203 (30 min) 99204 (45 min) 99205 (60 min)	Est patients: G2010 (evaluation of a picture or video not in real time) G2012 (Brief check-in by video) 99212 (10 min) 99213 (15 min) 99214 (25 min) 99215 (40 min)
MyChart	Online digital E/M	Create Patient Outreach Encounter after sending MyChart message: 99421 (5-10 min) 99422 (11-20 min) 99423 (21 or more minutes)	

Modifier "CR" should be added to all codes above for patients with Medicaid to bypass edits at Medicaid that block these codes normally. UNC Coders have also said they will add modifiers prior to submission if needed.

TIP: Wrench these codes into your Wrap-Up Epic section

Encounter Types for Use

Schedule Phone Visit (Can be Used to Bill Phone Visits or Video Visits Outside of Epic Platform):

- Visit scheduled in Epic
- Double-click on the patient in the Epic schedule, and then click "Start Visit" in the encounter.
- Complete your note in this encounter and use billing for phone visits as listed below.

Scheduled Video Visit:

- Double click on visit in your schedule

Unscheduled Phone/Video Visit:

- Create a Patient Outreach Encounter (instructions for creating this in separate document)
- Complete your note in this encounter and use billing codes for phone visits as listed below.