

Visit Type	Description	Code
PHYSICIAN Phone Visit (Scheduled in Epic) OR Patient Outreach Encounter (Unscheduled telephone call)	Telephone visit provided to established patient by a medical provider	99441 (5-10 min) 99442 (11-20 min) 99443 (21-30 min)
NON-PHYSICIAN (NP, PA, Behavioral Health) Phone Visit (Schedule in Epic) OR Patient Outreach Encounter (Unscheduled telephone call)	Telephone visit provided to established patient by a non-physician healthcare professional	98966 (5-10 min) 98967 (11-20 min) 98968 (21-30 min)
MEDICAL PROVIDER (MD, NP, PA) Video Visit (Scheduled in Epic) 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 Behavioral health would use standard psychotherapy codes with modifier (not listed here)	New patients: 99201 (10 min) 99202 (20 min) 99203 (30 min) 99204 (45 min) 99205 (60 min) Established patients: 99212 (10 min) 99213 (15 min) 99214 (25 min) 99215 (40 min)
Patient Outreach Encounter Digital visit (eg. Typing in 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)

- For Medicaid, modifier “CR” should be added to all E/M codes (level of service) related to COVID-19 as this modifier allows claims to bypass time limitation and edits.
- For patients with BCBS, they will cover NEW or RETURN telephone visits.
- Other private insurances may not cover telephone visits (State Health Plan: yes, Humana and Aetna: No)

Diagnoses to use with COVID-related visits (virtual and in person):

For those patients in which diagnosis has not been established, assign diagnosis based on symptoms and use modifier with level of service as mentioned above:

- Fever (R50.9), Cough (R05), SOB (R06.02)

ICD10 Diagnosis Code	
Z20.828	Actual exposure to someone who is confirmed to have COVID-19
Z03.818	Possible COVID exposure, but ruled out after evaluation

See Compliance and Billing Covid Information Sheets

<https://unchcs.intranet.unchealthcare.org/dept/ACP/compliance/Pages/covid-19.aspx>

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