

Virtual Phone Check-In Tip Sheet

CPT	Costume Code	Description
***These codes are to be reported by a Physician, Mid Levels, Fellows and Residents. ***		
99441	9TH41	Telephone evaluation & management service provided by a physician or other qualified health care professional to an established patient, parent, or guardian not originating from a related E/M service provided within the previous 7 days nor leading to an E/M service or procedure within the next 24 hours or soonest available appointment; 5-10 minutes of medical discussion
99442	9TH42	11-20 minutes of medical discussion
99443	9TH43	21-30 minutes of medical discussion

General Information
<ul style="list-style-type: none"> Telephone services are non-face-to-face services provided to an established patient. If the telephone service ends with a decision to see the patient within 24 hours or next available urgent visit appointment, the code is not reported. Likewise, if the telephone call refers to an E/M service performed and reported by that individual within the previous seven days (either requested or unsolicited patient follow-up) or within the postoperative period of the previously completed procedure, then the service(s) is considered part of that previous E/M service or procedure. The subject of the calls must be clinical in nature. These services are reimbursed by CMS during the COVID-19 pandemic.

Documentation Requirements
<p>It is mandatory to use this smartphrase in order to document these services appropriately.</p> <p>SmartPhrase to use: .virtualphonecheckin</p> <p><i>I spent *** time with the patient on a telephone encounter in place of an in-person office visit. The patient has given verbal consent for this service.</i></p> <p><i>The clinical nature of this call was regarding ***.</i></p> <p><i>My findings were***.</i></p> <p><i>This visit was not in response to an office visit in the past 7 days and the patient is not coming in for an emergent visit in the next 24 hours.</i></p>