

Telemedicine: Medicare COVID-19 Policy

Service	Description	HCPSC/CPT		Relationship/Notes
Medicare Covered Telehealth Services for COVID-19	Interactive Audio/Visual (Audio Only)	https://www.cms.gov/Medicare/Medicare-General-Information/Telehealth/Telehealth-Codes		New/Established (waiver removes site and geographic restriction for COVID-19 emergency.)
Communication Technology-Based Services	Virtual Check-in	G2012 (Interactive 5-10 minutes) G2252 (Interactive 11-20 minutes) New for 2021 G2010 (Store and Forward 5-10 minutes)		New/Established (waiver allows for new patients during the COVID-19 emergency. Not related to an office visit 7 days prior or 24 hours after.)
	E-visit	Physicians & Advanced Practice Providers	Physical Therapists, Occupational Therapists, Speech Language Pathologists, Clinical Psychologists	
		99421 (5-10 minutes)	G2061 (5-10 minutes)	
		99422 (11-20 minutes)	G2062 (11-20 minutes)	
		99423 (21+ minutes)	G2063 (21+ minutes)	
Phone Calls	Audio Only	Physicians & Advanced Practice Providers	Physical Therapists, Occupational Therapists, Speech Language Pathologists, Clinical Psychologists	New/Established (waiver allows new patients during the COVID-19 emergency. Not related to an office visit 7 days prior or 24 hours after.) Phone calls will be non-covered after the public health emergency. Use G2012 or G2252 for audio only after the public health emergency
		99441 (5-10 minutes)	98966 (5-10 minutes)	
		99442 (11-20 minutes)	98967 (11-20 minutes)	
		99443 (21-30 minutes)	98978 (21-30 minutes)	

At the conclusion of the PHE for COVID-19, these waivers and interim policies will expire, payment for Medicare telehealth services will once again be limited by the requirements of section 1834(m)(4)(C).

Medicare created a Category 3 for services that remain on the Medicare eligible telehealth services list through the calendar year in which the PHE ends. [See Table 13, page 126-133.](#)



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