

## Telehealth Frequently Asked Questions

**Q:** Can my patients receive telehealth services even though they live locally?

**A:** Yes. Restrictions regarding remote locations have been temporarily lifted.

**Q:** What is the difference between telehealth services and telephonic services?

**A:** Telehealth services are live interactive audio and visual transmissions of a physician-patient encounter from one site to another using telecommunications technology.

Telephone calls, which are audio transmissions, are non-face-to-face evaluations and management services provided to a patient using the telephone by a physician or other qualified health care professional.

Both are acceptable to help reduce potential exposure to COVID-19 and make it easier for members to connect with their health care providers.

**Q:** If my patient sends me information and I call them to come in to the office or have testing done, is that billed as a telehealth visit?

**A:** For Medicare patients, that is a special type of visit called a Virtual Check In and uses HCPCS code G2012.

**Q:** If I want to check up on my patient to monitor their health and a prescription is needed, can I do this over the phone?

**A:** Yes, that is called a telephonic evaluation and uses CPT Codes 99441 - 99443 depending on the amount of time spent with the patient.

**Q:** Can my staff make phone calls to patients?

**A:** Yes, but those calls are not billable.