

## Target: Ambulatory Providers

### Quick Reference: Telehealth Unscheduled Telephone Encounters



This document published as a draft due to urgent need for COVID-19 and Telehealth Information

Telehealth visits may be scheduled or performed as an unscheduled telephone call using a Telephone Encounter. *Note: The CPT code listed below is applicable to MD and APP documentation and billing only.*

You may wish to contact patients directly while displaying the hospital or clinics main number instead of a personal cell phone number by downloading a free third-party application.



#### Document Unscheduled Telehealth Calls

Unscheduled telephone calls with patients can be documented and charged for as a visit. There is no front desk check-in process for this visit.

#### Create an Encounter

1. Within your EMR, open the patient's chart.
2. Create a telephone encounter or the standard telephone call documentation for your facility.

#### Complete Documentation

1. Within your EMR, enter the reason for the call.
2. Create a new note.
  - a. At the top of your note, the verbal consent must be documented every time: "Obtained patient's verbal consent to provide this clinical telephone call due to the Coronavirus Public Health Emergency".
  - b. Indicate you spent 5-10 minutes on the call.
3. Document the rest of the telephone encounter as usual.

#### Enter Charges

1. Select CPT G2012 (*this is a 5-10 min virtual check in via telephone or other telecommunication device to decide whether an office visit or other service is needed*).

- OR -

Select CPT 99359 or 99358 for before/after care. If you realize either of these CPTs, add a time-based billing attestation to your note to indicate the amount of time spent on the phone with the patient.

#### Close Encounter

1. Finish the note and close the encounter in your EMR.