Start

Are there video or pictures?
— Yes → Is it real-time? — Yes → This is telehealth; use E/M codes 99211-5 for est. patients, 99201-5 for new patients, etc.

Is it real-time? — No → Virtual check-in; use G2010

Are there video or pictures? — No ↓

Is this communication to determine if an office E/M service is necessary? — Yes → Virtual check-in; use G2012

Is this communication to determine if an office E/M service is necessary? — No ↓

Is the patient on the phone? — No → Use e-visit codes 99421-99423

Is the patient on the phone? — Yes → Use telephone E/M codes 99441-99443

For Telehealth visit use appropriate code for visit type, i.e. hospital, critical care, nursing home, etc. See summary of 4-6-2020 Federal Register on Compliance Dept. website. – AGC 4-13-2020

Developed by James Dom Dera, MD, FAAFP. Source: A virtual visit algorithm: how to differentiate and code telehealth visits, e-visits, and virtual check-ins. FPM In Practice blog. https://www.aafp.org/journals/fpm/blogs/inpractice/entry/telehealth_algorithm.html. March 24, 2020.