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Non-Face-to-Face Services (Telephone & Online Digital)

Prepared Exclusively for Pinnacle Practice Achievement Clients

Telephone Services

- This is an E/M service & documentation must support an E/M just like any other E/M type. Must have history, as much of an evaluation as you can elicit and some form of medical management
- Must be an established patient
- Must be initiated by established patient or their guardian
- CANNOT report if call results in decision to see patient “within 24 hours or next available urgent appointment”
- CANNOT report if call refers to E/M service performed by you within previous 7 days
- CANNOT report if call refers to a problem for which a patient is in a global period
- CANNOT report if you performed a Telephone E/M or Online Digital E/M for same patient for same problem in the last seven days
- CANNOT report if the call is part of Home Care Oversight Services, Care Plan Oversight Services, Home / Outpatient INR Monitoring, Complex Care Management Services, or Transitional Care Management Services
 - **CPT 99441 - Telephone evaluation and management service by a physician or other qualified health care professional who may report evaluation and management services provided 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**
 - **CPT 99442 – ; 11-20 minutes of medical discussion**
 - **CPT 99443 – ; 21-30 minutes of medical discussion**

Online Digital Evaluation and Management Services

- This is an E/M service & documentation must support an E/M just like any other E/M type. Must have history, as much of an evaluation as you can elicit and some form of medical management
- Examples of “Digital” platforms:
 - HIPAA-compliant EHR
 - HIPAA-compliant email
 - Other HIPAA-compliant two-way digital communication
- Must be an established patient
- Must be initiated by established patient via a digital platform
- CANNOT report if service refers to a problem for which a patient is in a global period
- CANNOT report service is initiated within 7 days of any E/M for same problem.
- CANNOT report if performed on same day as in-person E/M service
- CANNOT report if service is part of Home Care Oversight Services, Care Plan Oversight Services, Home / Outpatient INR Monitoring, Complex Care Management Services, or Transitional Care Management Services
- Time spent is cumulative time over 7 days starting with review of the request
- Can only report once per 7 day period
- Time includes:
 - Review of inquiry
 - Review of patient records
 - Interaction with other staff
 - Development of management plan
 - Rx
 - Ordering tests
 - Communication with patient
- Add time if multiple providers in same practice perform this service for same patient over same 7 day period
- If within **seven** days of the initiation of an online digital E/M service, a separately reported E/M visit occurs, then the physician or other QHP work devoted to the online digital E/M service is incorporated into the separately reported E/M visit
 - **CPT 99421 - Online digital evaluation and management service, for an established patient, for up to 7 days, cumulative time during the 7 days; 5-10 minutes**
 - **CPT 99422 ; 11-20 minutes**
 - **CPT 99423 ; 21 or more minutes**

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