

Coding information for Non-Face-to-Face Telephone Services

Telephone services are non-face-to-face services provided to a patient using the telephone by a physician or other qualified health care professional (QHP), who may report evaluation and management services.

Criteria:

Telephone E/M (evaluation and management) service by a *physician or other qualified healthcare professional* for an established patient (or guardian of established patient). Codes are used to report episodes of patient care initiated by an established (or guardian of an established patient). *Document* the encounter in the medical record.

<u>Code</u>	<u>Description</u>	<u>Criteria: Established Patient</u>
99442	11-20 minutes	<ul style="list-style-type: none">• Gets verbal consent• The provider gets a brief history from the patient• Reviews the patient's current list of medications• Makes a medical decision regarding recommended treatment
99443	21-30 minutes	

Criteria:

The *non-physician qualified healthcare professional (QHP)* spends time on the phone with an established patient, parent or guardian and discusses the issues that relate to medical care. They will *document the encounter* in the patient's record. During the encounter listens and responds to the patient's health concerns, answers any medical questions and recommends management. The following time-based criteria is applicable:

<u>Code</u>	<u>Description</u>	<u>Criteria: Established Patient</u>
98967	11-20 minutes medical discussion	<ul style="list-style-type: none">• Gets verbal consent• Discusses issues related to care• Listens and responds to concerns• Answers questions and recommends management
98968	21-30 minutes medical discussion	