

# Report on Medicare Compliance Volume 29, Number 18. May 11, 2020 Answering the Frequently Asked Questions Your Employees Ask About Telehealth

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## **Q1. Can new patients be seen under telehealth?**

**A.** Under the current public health emergency (PHE), yes. The federal government posted a waiver that under the COVID-19 PHE, new patients are allowed to be treated via telemedicine. After the PHE, currently scheduled to end 6/30/2020 (may change), a decision has not been made by Medicare and/or private payers about the decision to keep new patients as eligible for telehealth services. We will update as we receive information.

## **Q2. I have a patient that is on vacation in another state and cannot leave due to the travel emergency ban. I am currently not licensed in that state. Can I still perform telehealth services for this established patient?**

**A.** Yes, the federal government has issued waivers that allow for providers to perform telehealth visits across state lines.

## **Q3. Can telephone calls be billed?**

**A.** Under the current PHE, yes. If the intent of the visit is for a telephone call only, then codes G2012 or 99441-99443 can be billed if time is documented. If no time of the call is documented, then code G2012 only can be billed, as it is a brief check-in only.

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