Telemedicine is defined as a real-time interaction between a physician or other qualified health care professional (QHP) and a patient who is located at a distant site from the physician. The examination and information exchange between the physician and the patient must be the same as that rendered when face-to-face.

Note: For calendar year 2024, Eye visit codes remain in provisional status and, as such, are payable under the Medicare Physician Fee Schedule when furnished via telehealth. For updates, visit https://www.aao.org/telehealth-coding.

CPT Codes

A star symbol denotes telemedicine codes in the American Medical Association's CPT Professional Edition and the Academy's CPT: Complete Pocket Ophthalmic Reference books. The appropriate level of Evaluation and Management (E/M) office-based codes will be determined by either medical decision making or physician time on the date of the encounter.

Office-based

- 99202–99205 E/M new patient
- 99211*, 99212–99215 E/M established patient
- Eye visit codes 92002–92014, provisional.

Office Consultations

- For insurances that still recognize this family of codes 99242–99245

Initial Hospital Care

- 99221–99223

Subsequent Hospital Care

- 99231–99233

Subsequent Nursing Facility Care

- 99307–99310

*Additional Notes Regarding CPT Code 99211:

- CPT code 99211 requires a documented order from the physician indicating what should be addressed during the staff/patient encounter. This cannot be a standing order but must be unique to the needs of the patient.
- Supervision may be virtual.
- The visit is billable to established patients only.
- CPT code 99211 is bundled with all testing services performed on the same day.
- CPT code 99211 is bundled on the same day that code 92060 is performed.
- CPT code 99211 and any other level of E/M are not payable on the same day.
- The physician must sign the medical record because the exam is billed under their National Physician Identifier.
Modifier

Append modifier -95 Synchronous telemedicine service rendered via a real-time interactive audio and video telecommunications systems

The modifier conveys to the payer that the exam was performed via telemedicine; the required modifier can vary by payer. Check each payer’s website.

Telemedicine Phone Calls

Telephone E/M services by a physician or other qualified health care professional (nurse practitioner (NP) or physician assistant (PA)) who may report E/M services provided to an established patient, parent, or guardian not originating from a related E/M service provided within the previous seven days and not leading to an E/M service or procedure within the next 24 hours or soonest available appointment:

- 99441: 5-10 minutes of medical discussion
- 99442: 11-20 minutes of medical discussion
- 99443: 21-30 minutes of medical discussion

Used to report episodes of patient care initiated by an established patient.

If the decision is made to see the patient in 24 hours, or the next available urgent visit, include exam elements and/or physician time in subsequent E/M service.

Do not report if within the previous seven days:
- An E/M service was billed and telephone services refer to that encounter.
- The patient had a procedure that is within the postoperative period.
- 99441-99443 or 99421-99423 were reported by the same provider for the same problem.

Billing Guidelines

Health Insurance Portability and Accountability Act (HIPAA) compliant communication is required.

Verbal consent should be documented in the medical record for each billed service as, the patient may be responsible for part of the cost.

During the PHE some payers allowed physicians to provide telehealth office visits using audio-video or audio-only communications.

For Medicare Part B telephone codes are required for audio-only appointments, whereas office codes are required for audio and video visits.

Providers should bill only for the time they spent with the patient; time with clinical staff does not count.

Coverage is at the carrier’s discretion.

CPT Codes for Screening Tests

92227 Imaging of retina for detection or monitoring of disease; with remote clinical staff review and report, unilateral or bilateral

Note: Do not report 92227 in conjunction with 92133, 92134, 92228, 92229 or 92250.

92228 Imaging of retina for detection or monitoring of disease; with remote physician or other qualified health care professional interpretation and report, unilateral or bilateral

Note: Do not report 92228 in conjunction with 92133, 92134, 92227, 92229 or 92250

92229 Imaging of retina for detection or monitoring of disease; point-of-care automated analysis and report, unilateral or bilateral

This code uses AI or artificial intelligence to determine analyses completed by automated means.

Note: Do not report 92229 in conjunction with 92133, 92134, 92227, 92228 or 92250.