

2026 HEDIS Telehealth Guide



Improving Quality Outcomes

Line of Business: ● Medicaid ● Marketplace ● Medicare

TELEHEALTH

Measure Description

Telehealth (also known as telemedicine) enables health care professionals to evaluate, diagnose, and treat patients using telecommunications technology. It is especially beneficial for:

- **Improving access** to care in rural or underserved areas
- **Reducing travel time and costs** for patients
- **Enhancing continuity of care**
- **Managing chronic conditions**
- **Providing behavioral health services**

Telehealth can be used for consultations, mental health therapy, chronic disease management, post-operative follow-ups, and more.

NCQA has designated the following HEDIS measures as eligible for delivery through telehealth services, including telephonic consultations, e-visits, and virtual check-ins.

Abbreviation	HEDIS Measure Description
AAB	Avoidance of Antibiotic Treatment for Acute Bronchitis/Bronchiolitis
ACP	Advance Care Planning
ADD-E	Initiation Phase and Follow-Up Care for Children Prescribed ADHD Medication – Only one of two visits can be conducted via telehealth for ADHD Follow-up Care technology
AAP	Adults’ Access to Preventive/Ambulatory Health Services
APP	Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics
BPD/BPD-E	Blood Pressure Control for Patients with Diabetes
CBP	Controlling High Blood Pressure
CWP	Appropriate Testing for Pharyngitis
FUA	Follow-Up After Emergency Department Visit for Substance Use
FUH	Follow-Up After Hospitalization for Mental Illness – Follow-up visit must be provided by a behavioral health provider and may include telehealth services

Abbreviation	HEDIS Measure Description
FUI	Follow-Up After High Intensity Care for Substance Use Disorder
FUM	Follow-Up After Emergency Department Visit for Mental Illness
IET	Initiation and Engagement of Substance Use Disorder Treatment
PCR	Plan All-Cause Readmissions
PDS – E	Postpartum Depression Screening and Follow-up
PND – E	Prenatal Depression Screening and Follow-up
PPC	Prenatal – Timeliness of Care
SAA	Adherence to Antipsychotic Medications for Individuals with Schizophrenia
SMD	Diabetes Monitoring for People with Diabetes and Schizophrenia
SSD	Diabetes Screening for People with Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications
SPC	Statin Therapy for Patients with Cardiovascular Disease
SPD	Statin Therapy for Patients with Diabetes
URI	Appropriate Treatment for Upper Respiratory Infection
TRC	Transitions of Care

CPT Code*	Telehealth Description
New Patients - Synchronous Audio and Video E/M	
98000	Synchronous audio-video visit for the evaluation and management of a new patient, which requires a medically appropriate history and/or examination and straightforward medical decision making. When using total time on the date of the encounter for code selection, 15 minutes must be met or exceeded.
98001	Synchronous audio-video visit for the evaluation and management of a new patient, which requires a medically appropriate history and/or examination and low medical decision making. When using total time on the date of the encounter for code selection, 30 minutes must be met or exceeded.
98002	Synchronous audio-video visit for the evaluation and management of a new patient, which requires a medically appropriate history and/or examination and moderate medical decision making. When using total time on the date of the encounter for code selection, 45 minutes must be met or exceeded.
98003	Synchronous audio-video visit for the evaluation and management of a new patient, which requires a medically appropriate history and/or examination and high medical decision making. When using total time on the date of the encounter for code selection, 60 minutes must be met or exceeded.
98004	Synchronous audio-video visit for the evaluation and management of an established patient, which requires a medically appropriate history and/or examination and straightforward medical decision making. When using total time on the date of the encounter for code selection, 10 minutes must be met or exceeded.
Established Patient - Synchronous Audio and Video E/M	
98005	Synchronous audio-video visit for the evaluation and management of an established patient, which requires a medically appropriate history and/or examination and low medical decision making. When using total time on the date of the encounter for code selection, 20 minutes must be met or exceeded.
98006	Synchronous audio-video visit for the evaluation and management of an established patient, which requires a medically appropriate history and/or examination and moderate medical decision making. When using total time on the date of the encounter for code selection, 30 minutes must be met or exceeded.
98007	Synchronous audio-video visit for the evaluation and management of an established patient, which requires a medically appropriate history and/or examination and high medical decision making. When using total time on the date of the encounter for code selection, 40 minutes must be met or exceeded.

CPT Code*	Telehealth Description
New Patient – Synchronous Audio - Only E/M	
98008	Synchronous audio-only visit for the evaluation and management of a new patient, which requires a medically appropriate history and/or examination, straightforward medical decision making, and more than 10 minutes of medical discussion. When using total time on the date of the encounter for code selection, 15 minutes must be met or exceeded.
98009	Synchronous audio-only visit for the evaluation and management of a new patient, which requires a medically appropriate history and/or examination, low medical decision making, and more than 10 minutes of medical discussion. When using total time on the date of the encounter for code selection, 30 minutes must be met or exceeded.
98010	Synchronous audio-only visit for the evaluation and management of a new patient, which requires a medically appropriate history and/or examination, moderate medical decision making, and more than 10 minutes of medical discussion. When using total time on the date of the encounter for code selection, 45 minutes must be met or exceeded.
98011	Synchronous audio-only visit for the evaluation and management of a new patient, which requires a medically appropriate history and/or examination, high medical decision making, and more than 10 minutes of medical discussion. When using total time on the date of the encounter for code selection, 60 minutes must be met or exceeded.
Established Patient – Synchronous Audio -Only E/M	
98012	Synchronous audio-only visit for the evaluation and management of an established patient, which requires a medically appropriate history and/or examination, straightforward medical decision making, and more than 10 minutes of medical discussion. When using total time on the date of the encounter for code selection, 10 minutes must be exceeded.
98013	Synchronous audio-only visit for the evaluation and management of an established patient, which requires a medically appropriate history and/or examination, low medical decision making, and more than 10 minutes of medical discussion. When using total time on the date of the encounter for code selection, 20 minutes must be met or exceeded.
98014	Synchronous audio-only visit for the evaluation and management of an established patient, which requires a medically appropriate history and/or examination, moderate medical decision making, and more than 10 minutes of medical discussion. When using total time on the date of the encounter for code selection, 30 minutes must be met or exceeded.
98015	Synchronous audio-only visit for the evaluation and management of an established patient, which requires a medically appropriate history and/or examination, high medical decision making, and more than 10 minutes of medical discussion. When using total time on the date of the encounter for code selection, 40 minutes must be met or exceeded
98016	Brief communication technology-based service (e.g., virtual check-in) by a physician or other qualified health care professional who can report evaluation and management services, provided to an established patient, not originating from a related evaluation and management service provided within the previous 7 days nor leading to an evaluation and management service or procedure within the next 24 hours or soonest available appointment, 5-10 minutes of medical discussion
<p>Coding Tips: New telehealth codes 98000-98016 are only for those providers that by their scope of practice may report E/M professionals services (MD's, NP's, DO's, and PA's only)</p> <ul style="list-style-type: none"> ■ Do Not report 98016 in conjunction with 98000-98015 ■ Do Not report services of less than 5 minutes for medical discussion) ■ Modifier 95 is not required when billing codes 98000-98016 	

*Codes subject to change

CPT Codes*		Telehealth: Virtual Face-to-Face Visit
Non-Face-to-Face Nonphysician Telephone Services		
98966	Telephone assessment and management service provided by a nonphysician qualified health care professional to an established patient, parent, or guardian not originating from a related assessment and management service provided within the previous 7 days nor leading to an assessment and management service or procedure within the next 24 hours or soonest available appointment: 5-10 minutes of medical discussion	
98967	Telephone assessment and management service provided by a nonphysician qualified health care professional to an established patient, parent, or guardian not originating from a related assessment and management service provided within the previous 7 days nor leading to an assessment and management service or procedure within the next 24 hours or soonest available appointment: 11-20 minutes of medical discussion	
98968	Telephone assessment and management service provided by a nonphysician qualified health care professional to an established patient, parent, or guardian not originating from a related assessment and management service provided within the previous 7 days nor leading to an assessment and management service or procedure within the next 24 hours or soonest available appointment: 21-30 minutes of medical discussion	
Online Digital Assessment and Management Services by Qualified Nonphysician Health Care Professional		
98970	Nonphysician qualified health care professional online digital assessment and management, for an established patient, for up to 7 days, cumulative time during the 7 days; 5-10 minutes	
98971	Nonphysician qualified health care professional online digital assessment and management, for an established patient, for up to 7 days, cumulative time during the 7 days; 11-20 minutes	
98972	Nonphysician qualified health care professional online digital assessment and management, for an established patient, for up to 7 days, cumulative time during the 7 days; 21 or more minutes	
99483	Assessment of and care planning for a patient with cognitive impairment, requiring an independent historian, in the office or other outpatient, home or domiciliary or rest home, with all of the following required elements:	

*Codes subject to change

HCPCS Codes*		Telehealth : Virtual Face-to-Face Visit
G0071	Communication technology-based services for 5 minutes or more of a virtual (non-face-to-face) communication between a Rural Health Clinic (RHC) or Federally Qualified Health Center (FQHC) practitioner and RHC or FQHC patient, or 5 minutes or more of remote evaluation of recorded video and/or images by an RHC or FQHC practitioner, occurring in lieu of an office visit; RHC or FQHC only	
G2251	Brief communication technology-based service, e.g. virtual check-in, by a qualified health care professional who cannot report evaluation and management services, provided to an established patient, not originating from a related service provided within the previous 7 days nor leading to a service or procedure within the next 24 hours or soonest available appointment: 5-10 minutes of clinical discussion	
G2252	Brief communication technology-based service, e.g. virtual check-in, by a physician or other qualified health care professional who can report evaluation and management services provided to an established patient, 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: 11-20 minutes of medical discussion	

*Codes subject to change

Code	Modifier and Place of Service
Modifier 95	Synchronous telemedicine service rendered via a real-time interactive audio and video telecommunications system for a real time interaction between a physician or other qualified healthcare professional and a patient who is located at a distant site from the reporting provider.
Place of Service 02	The location where health services and health related services are provided or received, through a telecommunication system.
Place of Service 10	The location where health services and health related services are provided or received, through telecommunication technology. Patient is in their home (which is a location other than a hospital or other facility where the patient receives care in a private residence) when receiving health services or health related services through telecommunication technology.

Disclaimer: The purpose for this document is to serve as an informational/educational resource tool, not intended for medical advice nor to substitute for the independent medical judgement of a physician or other health care provider. The provider is encouraged to exercise their own medical judgement based upon their evaluation of the patients' condition and all information provided.

Ensure the HEDIS codes are covered prior to submission of claims. Services and treatment described in this resource is not a guarantee that the service or treatment is a covered benefit; check members benefits for details, limitations, and exclusions. Regardless of benefits, the final decision about medical care and treatment is between the member and their health care provider.

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