

Telehealth Guide

for HEDIS MY 2023



Per NCQA, providers can use telehealth services to provide care and services to their members. Telehealth services can be done by:

- Telephone only visit
- e-Visits
- Virtual Check-Ins (interactive audio and video)

HEDIS Measures eligible for Telehealth

Abbreviation	HEDIS Measure Description
AAB	Avoidance of Antibiotic Treatment for Acute Bronchitis/Bronchiolitis
ACP	Advance Care Planning
ADD	Follow-Up Care for Children Prescribed ADHD Medication – One of two visits can be conducted via telephone or utilizing telehealth technology
AAP	Adults' Access to Preventive/Ambulatory Health Services
AMM	Antidepressant Medication Management
AMR	Asthma Medication Ratio
APP	Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics
BCS-E	Breast Cancer Screening
BPD	Blood Pressure Control for Patients with Diabetes
CBP	Controlling High Blood Pressure
COA	Care for Older Adults – Only COA – Pain Assessment and COA – Functional Status
CWP	Appropriate Testing for Pharyngitis
DSU	Diagnosed Substance Use Disorders
EED	Eye Exam Performed for Patients with Diabetes
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
FUI	Follow-Up After High Intensity Care for Substance Use Disorder
FUM	Follow-Up After Emergency Department Visit for Mental Illness
HBD	Hemoglobin A1c Testing and Control for Patients with Diabetes
IET	Initiation and Engagement of Substance Use Disorder Treatment
KED	Kidney Health Evaluation for Patients with Diabetes



Abbreviation	HEDIS Measure
LBP	Using Imaging for Low Back Pain
PCR	Plan All-Cause Readmissions
PDS – E	Postpartum Depression Screening and Follow-up
PND – E	Prenatal Depression Screening and Follow-up
PPC	Prenatal and Postpartum 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
SPD	Statin Therapy for Patients with Diabetes
URI	Appropriate Treatment for Upper Respiratory Infection
TRC	Transitions of Care
WCC	Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents
WCV	Child and Adolescent Well-Care Visits
W30	Well-Child Visits in the First 30 Months of Life

NOTE ► Visit our website for additional HEDIS Quick References at:
<https://www.pshpgeorgia.com/providers/quality-improvement/hedis.html>

Providers should follow the same process for billing in-person visits but include the appropriate telehealth codes.



Telehealth Codes

Telephonic: A phone visit with a provider in interval of five minutes to a half an hour		CPT Code
Telephone E/M with physician 5 – 10 minutes of medical discussion		99441
Telephone E/M with physician 11 – 20 minutes of medical discussion		99442
Telephone E/M with physician 21 – 30 minutes of medical discussion		99443
Telephone assessment and management with physician extenders 5 – 10 minutes of medical discussion		98966
Telephone assessment and management with physician extenders 11 – 20 minutes of medical discussion		98967
Telephone assessment and management with physician extenders 21 -30 minutes of medical discussion		98968
Telehealth: Virtual Face-to-Face Visit		CPT Code
Qualified nonphysician healthcare professional online digital assessment and management, for an established patient, for up to 7 days, cumulative time during the 7 days; 5–10 minutes		98970
Qualified nonphysician healthcare professional online assessment and management service, for an established patient, for up to 7 days, cumulative time during the 7 days; 11–20 minutes		98971
Qualified nonphysician qualified healthcare professional assessment and management service, for an established patient, for up to 7 days, cumulative time during the 7 days; 21 or more minutes		98972
Online digital evaluation and management service, for an established patient, for up to 7 days cumulative time during the 7 days; 5-10 minutes		99421
Online digital evaluation and management service, for an established patient, for up to 7 days cumulative time during the 7 days; 11 – 20 minutes		99422
Online digital evaluation and management service, for an established patient, for up to 7 days cumulative time during the 7 days; 21 or more minutes		99423
Remote physiologic monitoring treatment management services, clinical staff/physician/other qualified health care professional time in a calendar month requiring interactive communication with the patient/caregiver during the month first 20 minutes		99457

Codes subject to change



Telehealth Codes

Telehealth : Virtual Face-to-Face Visit	HCPSC Codes
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: 5-10 minutes of medical discussion	G2012
Qualified nonphysician healthcare professional online assessment and management service, for an established patient, for up to seven days, cumulative time during the 7 days; 5-10 minutes	G2061
Qualified nonphysician healthcare professional online assessment and management service, for an established patient, for up to seven days, cumulative time during the 7 days; 11-20	G2062
Qualified nonphysician healthcare professional online assessment and management service, for an established patient, for up to seven days, cumulative time during the 7 days; 21 or more minutes	G2063

Codes subject to change

Modifiers/ Place of Service	Code
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	Modifier 95
The location where health services and health related services are provided or received, through a telecommunication system.	Place of Service 02

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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