



Types of Telemedicine/Virtual Visits – Texas Medicaid

With COVID-19, it is important to use Virtual Visits to keep patients with mild symptoms in their homes and provide access to the care they need. Virtual Visits also help patients get the routine care they need. There are three types of Virtual Visits for Medicaid - Telehealth Visits, Virtual Check-Ins and E-visits.

| Type of Service | What is the Service? | HCPCS/CPT Code (as applicable) | Patient Relationship with Provider |
|--------------------------|---|---|--|
| Telehealth Visits | <p>Telehealth visits are an interactive audio and video telecommunication system that permits real-time communication between the distant site and the patient at home. Distant site practitioners who can furnish and get payment for covered telehealth services (subject to state law) can include physicians, nurse practitioners, physician assistants, nurse midwives, certified nurse anesthetists, clinical psychologists, clinical social workers, registered dietitians, and nutrition professionals.</p> <p>Note: PT/OT/ST therapies have different billing codes, see notice.</p> | <p>Common telehealth services include:</p> <p>CPT CODES: 99201-99215 (Office or other outpatient visits)</p> <p>HCPCS CODES: G0425-G0427 (Telehealth consultations, emergency dept or initial inpatient)</p> <p>G0406-G0408 (Follow-up inpatient telehealth consultation furnished to beneficiaries in hospitals of SNFs)</p> | New and Existing Patients |
| Virtual Check-Ins | <p>Virtual Check-Ins are brief patient-initiated communications with a provider. Medicaid patients can communicate with providers in real-time via phone, video or image.</p> <p>Medicaid pays for Virtual Check-Ins. Virtual Check-Ins are available for existing patients. The patient must verbally consent to receive these services. The communication should not be about a medical visit that happened in the previous 7 days. It should not lead to a medical visit within the next 24 hours (or soonest appointment available). Virtual Check-Ins are available in all areas, including rural areas.</p> | HCPCS CODE: G2012 | Existing patients who have been treated by the provider/practice with in the last 24 months. |
| E-visits | E-visits are non-face-to-face patient-initiated communications through an online patient portal that can happen over 7 days. E-visits are available in all areas, including rural areas, for existing Medicaid patients. The patient must verbally consent to receive virtual check-in services. | <p>CPT CODES: 99421-99423</p> <p>HCPCS CODES: G2061-G2063</p> | Existing patients who have been treated by the provider/practice with in the last 24 months. |

NOTE: All telehealth codes must include the 95 modifier and place of service (POS) code 02.

Have questions? If you have any questions or if you need additional information, please contact your [BCBSTX Network Management Representative](#).