
New Online Digital Evaluation and Management Services

There are three new CPT evaluation and management codes for online/digital services. These three timed codes are to be used for providing online E/M services to established patients who have not been seen in the past 7 days for an E/M visit, and will not be seen in the next 7 days for an in-person visit. The codes are listed below with their approximate reimbursement under Medicare.

99421- 5-10 minutes; \$16

99422 – 11-20 minutes; \$31

99423 21 or more minutes; \$50

These services must be permanently documented the same as other medical services, and patients will be required to pay the same copay as for other medical services.

These three codes may only be used if the following stipulations are met:

- The contact must be initiated by the patient using a digital platform and the time of the work can be cumulative over a 7-day period. The time includes:
 - the review of the patient’s initial inquiry
 - the review of records or data pertinent to the inquiry
 - any interaction with clinical staff focused on the problem and in development of management plans—including generation of prescriptions and ordering of tests; and
 - subsequent non-face-to-face communication with the patient that does not represent a separately supported E/M service

- If the patient has been seen in the 7 days previous to making the online contact, the contact is not reported.

- If the patient has an E/M service within 7 days after making the query, the time devoted to the online digital service is incorporated into the E/M visit either as additive to time or to the decision making complexity.