



Detroit Wayne Integrated Health Network

707 W. Milwaukee St.
Detroit, MI 48202-2943
Phone: (313) 833-2500
www.dwihn.org

FAX: (313) 833-2156
TDD: (800) 630-1044 RR/TDD: (888) 339-5588

BULLETIN NUMBER: 21-004

ISSUED/REVISED: 06/21/2021

EFFECTIVE: 03/31/2021

SUBJECT: CMS Telephone E&M Codes 99441 - 99443

SERVICE AFFECTED: Telephone Only Evaluation and Management Services

BACKGROUND

On July 16, 2020 it was mistaken that 99441-99443 could be mapped to the 99211- 99215 E&M codes. Starting March 31, 2021, under the Calendar Year (CY) 2021 unlike 99211-99215 E&M codes, to be coded as 99441-99443 a phone call must be initiated by the consumer (for example consumer calls their psychiatrist about a specific problem). Codes 99441-99443 cannot be used for an appointment that was scheduled in advance with the consumer. Additionally, 99441-99443: (1). are time based as opposed to being based on complexity (the three components of problem focused history, examination, and medical decision making); (2). can't be used if the phone call with a psychiatrist results in a traditional E/M service in the next 24 hours, and; (3). can't be used for an appointment scheduled with a consumer that ended up only being phone only, and not audio-visual. Full descriptions for 99441-99443 can be found below (source: Optum 360 – (EncoderPro.com)).

PROCEDURE

99441

Telephone evaluation and management service by a physician or other qualified health care professional who may report evaluation and management services provided to an established patient, parent, or guardian not originating from a related E/M service

Board of Directors

Bernard Parker, Chairperson
Dorothy Burrell
Kevin McNamara

Timothy Killeen, Treasurer
Lynne F. Carter, MD
William T. Riley, III

Dora Brown, Secretary
Angelo Glenn
Kenya Ruth

Michelle Jawad
Dr. Cynthia Tauog

Eric W. Doeh, Interim President and CEO



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.

Lay Description (Code):

Telephone services are non-face-to-face encounters originating from the established patient for evaluation or management of a problem provided by a qualified clinician. The problem may not be related to an E/M encounter that occurred within the previous seven days nor can the problem lead to an E/M encounter or other service within the following 24 hours or next available in-office appointment opening. Report 99441 for services lasting five to 10 minutes; 99442 for services lasting 11 to 20 minutes; and 99443 for calls lasting 21 to 30 minutes.

99442

Telephone evaluation and management service by a physician or other qualified health care professional who may report evaluation and management services provided to an established patient, parent, or guardian 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

Lay Description (Code):

Telephone services are non-face-to-face encounters originating from the established patient for evaluation or management of a problem provided by a qualified clinician. The problem may not be related to an E/M encounter that occurred within the previous seven days nor can the problem lead to an E/M encounter or other service within the following 24 hours or next available in-office appointment opening. Report 99441 for services lasting five to 10 minutes; 99442 for services lasting 11 to 20 minutes; and 99443 for calls lasting 21 to 30 minutes.

99443

Telephone evaluation and management service by a physician or other qualified health care professional who may report evaluation and management services provided to an established patient, parent, or guardian 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; 21-30 minutes of medical discussion

Lay Description (Code):

Telephone services are non-face-to-face encounters originating from the established patient for evaluation or management of a problem provided by a qualified clinician. The problem may not be related to an E/M encounter that occurred within the previous seven days nor can the problem lead to an E/M encounter or other service within the following 24 hours or next available in-office appointment opening. Report 99441 for services lasting five to 10 minutes; 99442 for services lasting 11 to 20 minutes; and 99443 for calls lasting 21 to 30 minutes.

Fee Schedules

If Medicare can't be billed, General Fund must be used. Codes 99441-99443 are not on

our current BHDDA code chart, and if added would need to remain indefinitely. MDHHS Medical Services Administration (MSA) is currently considering the possibility of allowing these codes on a long-term basis and hopes to have a decision in FY21. Once MSA has made a decision, BHDDA Federal Compliance will determine if these services are appropriate to add long term to our code chart.

AUTHORIZATIONS

Our current practices for authorization of services, either via prior authorization or via Service Utilization Guidelines, remains unchanged.

CLAIMS

99441

Coding Tips

These codes are used to report non-face-to-face patient services initiated by an established patient via the telephone. These are time-based codes and time spent with the patient must be documented in the medical record. These codes should not be reported if the provider decides to see the patient within 24 hours or by the next available urgent visit appointment, or if the provider performed a related E/M service within the previous seven days or the call is initiated within a postoperative period. Medicare and other payers may not reimburse separately for these services. Check with the specific payer to determine coverage. Do not report 99441-99443 when the same provider has reported 99421-99423 for the same problem in the previous seven days. For nonphysician telephone medical services, see 98966-98968. Do not report these services when performed concurrently with other billable services, such as 99339-99340, 99374-99380, 99487-99489, or 99495-99496. Do not report these services for INR monitoring when reporting 93792 or 93793.

99442

Coding Tips

These codes are used to report non-face-to-face patient services initiated by an established patient via the telephone. These are time-based codes and time spent with the patient must be documented in the medical record. These codes should not be reported if the provider decides to see the patient within 24 hours or by the next available urgent visit appointment, or if the provider performed a related E/M service within the previous seven days or the call is initiated within a postoperative period. Medicare and other payers may not reimburse separately for these services. Check with the specific payer to determine coverage. Do not report 99441-99443 when the same provider has reported 99421-99423 for the same problem in the previous seven days. For nonphysician telephone medical services, see 98966-98968. Do not report these services when performed concurrently with other billable 3 services, such as 99339-99340, 99374-99380, 99487-99489, or 99495-99496. Do not report these services for INR monitoring when reporting 93792 or 93793.

99443

Coding Tips

These codes are used to report non-face-to-face patient services initiated by an established patient via the telephone. These are time-based codes and time spent with the patient must be documented in the medical record. These codes should not be reported if the provider decides to see the patient within 24 hours or by the next available urgent visit appointment, or if the provider performed a related E/M service within the previous seven days or the call is initiated within a postoperative period. Medicare and other payers may not reimburse separately for these services. Check with the specific payer to determine coverage. Do not report 99441-99443 when the same provider has reported 99421-99423 for the same problem in the previous seven days. For nonphysician telephone medical services, see 98966-98968. Do not report these services when performed concurrently with other billable services, such as 99339-99340, 99374-99380, 99487-99489, or 99495-99496. Do not report these services for INR monitoring when reporting 93792 or 93793.

CREDENTIALS

Physician or other qualified health care professional which includes nurse practitioners and physician assistances.

REFERENCES:

Centers for Medicare and Medicaid Services

<https://www.cms.gov/Center/Provider-Type/Opioid-Treatment-Program-Center>

Michigan Medicaid Provider Manual

http://www.michigan.gov/mdhhs/0,5885,7-339-71551_2945_42542_42543_42546_42553-87572--,00.html

MDHHS Website: PIHP/CMHSP Provider Qualifications Chart

https://www.michigan.gov/mdhhs/0,5885,7-339-71550_2941_38765---,00.html