**Medical Telephone Encounter Requirements**

* Patient must be an established patient of RCCHC
* Patient must need routine, uncomplicated follow up for chronic disease or routine primary care
* Patient must not be experiencing symptoms of COVID-19 (fever, cough, shortness of breath)
* Services must be provided by a physician, nurse practitioner, certified nurse midwife or physician assistant.
* Services cannot be related to an E/M services provided within the previous 7 days nor lead to an E/M in the next 24 hours (or soonest available appt)

Billing Codes for Medical Telephone Encounters

99441 Telephone evaluation and management service provided to an established patient, parent, or guardian; 5-10 minutes

99442 Telephone evaluation and management service provided to an established patient, parent, or guardian; 11-20 minutes

99443 Telephone evaluation and management service provided to an established patient, parent, or guardian; 21-30 minutes

**Behavioral Health Telephone Encounter Requirements**

* Patient must be an established patient of RCCHC
* Patient requires behavioral health assessment and management
* Patient must not be experiencing symptoms of COVID-19 (fever, cough, shortness of breath)
* Services must be provided by a licensed non-physician behavioral health professional
* Services cannot be related to a behavioral health assessment and management provided within the previous 7 days nor lead to an E/M in the next 24 hours (or soonest available appt)

Billing Codes for Behavioral Health Telephone Encounters

98966 Telephone assessment and management service provided to an established patient, parent or guardian; 5-10 minutes

98967 Telephone assessment and management service provided to an established patient, parent or guardian; 11-20 minutes

98968 Telephone assessment and management service provided to an established patient, parent or guardian; 21-30 minutes

**.sa59phoneconsent** can be used to document that verbal consent was received for these services

**.sa59phonedurationmed** can be used to document time spent & has a smart set to help with your LOS

**.sa59phonedurationbh** can be used to document time spent & has a smart set to help with your LOS