



<https://www.uhcprovider.com/content/provider/en/viewer.html?file=%2Fcontent%2Fdam%2Fprovider%2Fdocs%2Fpublic%2Fresources%2Fnews%2F2020%2FTelehealth-Patient-Scenarios.pdf>

<https://www.uhcprovider.com/en/resource-library/news/Novel-Coronavirus-COVID-19/covid19-telehealth-services/covid19-telehealth-services-virtual-visits.html>

COVID-19 Virtual Check-Ins

Last update: April 8, 2020, 2:40 p.m. CDT

Our Individual and Group market health plans and Medicare Advantage plans currently reimburse for “virtual check-in” patients to connect with their doctors remotely. These services are for new or established patients, not related to a medical visit within the previous 7 days and not resulting in a medical visit within the next 24 hours (or soonest appointment available). These services can be billed when furnished through several communication technology modalities, such as telephone (Healthcare Common Procedure Coding System (HCPCS) code G2012) or captured video or image (HCPCS code G2010). From March 18, 2020 until June 18, 2020, telephone evaluation and management service for both physician and qualified non-physician health care professionals (CPT codes 99441-99443 and 98966-98968) can also be used for new or established patients.

Individual and Group Market Health Plans and Medicare Advantage

For Individual and Group Market health plans and Medicare Advantage members, United Healthcare reimburses the following audio-only or digital services for virtual check-in: Services through several communication technology devices, such as telephone (HCPCS code G2012), captured video or image (HCPCS code G2010) or telephone evaluation and management (99441-99443 or 98966-98968).

These virtual check-ins are for patients with a new or established relationship with a physician or certain practitioners, where the communication is not related to a medical visit within the previous 7 days and does not lead to a medical visit within the next 24 hours (or soonest appointment available). The patient must verbally consent to receive virtual check-in services.

[Medicaid](#)

From March 18, 2020 until June 18, 2020, our Medicaid plans will reimburse for “virtual check-in” patients to connect with their doctors remotely. These services are for new or established patients, not related to a medical visit within the previous 7 days and not resulting in a medical visit within the next 24 hours (or soonest appointment available). These services can be billed when furnished through several communication technology modalities, such as telephone (HCPCS code G2012), captured video or image (HCPCS code G2010) or telephone evaluation and management (99441-99443 or 98966-98968).

[Billing Guidance](#)

To help you understand how United Healthcare will reimburse telehealth services during the COVID-19 emergency period, we created a telehealth coding guide that includes scenarios to show some examples of how services might be reimbursed. United HealthCare's temporary changes to its reimbursement policies do not alter state and federal laws applicable to your practice. This document applies to dates of service from March 18, 2020 until June 18, 2020, unless United Healthcare extends the end date.

[UnitedHealthcare Telehealth Services: Care Provider Coding Guidance Opens in a new window](#)



Telehealth Services for Physical, Occupational, Speech Therapy

Outpatient PT/OT/ST codes included as part of the temporary expansion of telehealth services, as a result of the COVID-19 public health emergency. This change is for dates of service from March 18, 2020, until June 18, 2020.

Provider Type	CPT Code*	Description
Physical Therapy	97161	Physical therapy evaluation - low complexity
Physical Therapy	97162	Physical therapy evaluation - moderate complexity
Physical Therapy	97163	Physical therapy evaluation - high complexity
Physical Therapy	97164	Physical therapy re-evaluation
Physical Therapy	97110	Therapeutic procedure, one or more areas, each 15 minutes
Physical Therapy	97116	Gait training
Physical Therapy	97530	Therapeutic activities, one-to-one patient contact, each 15 minutes
Physical Therapy	97112	Therapeutic procedure, one or more areas, each 15 minutes
Physical Therapy	97535	Self-care/home management training, each 15 minutes
Physical Therapy	97750	Physical performance test
Physical Therapy	97755	Assistive technology assessment
Physical Therapy	97760	Orthotic management and training 1st encounter
Physical Therapy	97761	Prosthetic training 1st encounter
Occupational Therapy	97165	Occupational therapy evaluation - low complexity
Occupational Therapy	97166	Occupational therapy evaluation - moderate complexity

Occupational Therapy	97167	Occupational therapy evaluation- high complexity
Occupational Therapy	97168	Occupational therapy re-evaluation
Occupational Therapy	97110	Therapeutic procedure, one or more areas, each 15 minutes
Occupational Therapy	97530	Therapeutic activities, one-to-one patient contact, each 15 minutes
Occupational Therapy	97112	Therapeutic procedure, one or more areas, each 15 minutes
Occupational Therapy	97535	Self-care/home management training, each 15 minutes
Occupational Therapy	97750	Physical performance test
Occupational Therapy	97755	Assistive technology assessment
Occupational Therapy	97760	Orthotic management and training 1st encounter
Occupational Therapy	97761	Prosthetic training 1st encounter