



Telehealth Reimbursement

Updox provides a trusted HIPAA-compliant Telehealth solution, enabling instant, face-to-face connections with patients and care team members. While codes exist for Telehealth services, Updox is unable to guarantee reimbursement. It is the responsibility of the practice to work with their contracted payers to understand and ensure reimbursement.

MEDICARE

Medicare is reimbursing for the codes listed below ([CMS Fact Sheet](#)).

TYPE OF SERVICE	WHAT IS THE SERVICE?	HCPSC/CPT CODE	PATIENT RELATIONSHIP WITH PROVIDER
Medical Telehealth Visits	A visit with a provider that uses telecommunication systems between a provider and patient.	Common telehealth services include: <ul style="list-style-type: none"> • 99201-99215 (Office or other outpatient visits) • G0425-G0427 (Telehealth consultations, emergency department or initial inpatient) • G0406-G0408 (Follow-up inpatient telehealth consultations furnished to beneficiaries in hospitals or SNFs) For a complete list: https://www.cms.gov/Medicare/Medicare-General-information/Telehealth/Telehealth-Codes	For new* or established patients. *To the extent the 1135 waiver requires an established relationship, HHS will not conduct adults to ensure that such a prior relationship existed for claims submitted during this public health emergency
Virtual Check-in	A brief (5-10 minutes) check in with your practitioner via telephone or other telecommunication device or decide whether an office visit or other service is needed. A remote evaluation of recorded video and/or images submitted by an established patient.	<ul style="list-style-type: none"> • HCPCS code G2012 • HCPCS code G2010 	For established patients.
E-Visits	A communication between a patient and their provider through an online patient portal	<ul style="list-style-type: none"> • 99421 • 99422 • 99423 • G2062 • G2063 	For established patients.

MEDICAID

Many state Medicaid programs are reimbursing for the above Telehealth codes. Coverage varies by state. Practices should contact their state's Medicaid program and/or Medical Association for coverage details.

COMMERCIAL INSURANCE

Lastly, commercial insurers have also announced reimbursement for telehealth services, but coverage will vary by plan. Practices should contact their contracted insurances for coverage details.