

Nov. 11, 2022

**Subject:** Correcting Information about Best Practices and Coding Tips for Audio Telehealth Services

Dear Provider,

Presbyterian Health Plan, Inc. and Presbyterian Insurance Company, Inc. (Presbyterian) would like to inform you of an article that was published in the September 2022 Network Connection provider newsletter that included inaccurate information regarding best practices and coding tips for audio telehealth services.

The article was titled “Best Practices and Coding Tips for Audio Telehealth Services.” In that article, incorrect CPT codes were provided. Below are the correct CPT codes for telephone services, which are based on the amount of time spent in discussion with the member:

- Telephone encounters that consist of 5 to 10 minutes of medical discussion are reported using CPT code 99441
- Telephone encounters that consist of 11 to 20 minutes of medical discussion are reported using CPT code 99442
- Telephone encounters that consist of 21 to 30 minutes of medical discussion are reported using CPT code 99443

In addition, the article indicated that providers should document the amount of time they spent providing the service and that a range of time or a “greater than” statement is acceptable. This is not accurate. A range of time or a “greater than” statement is **unacceptable**. Providers should indicate the exact amount of time they spent providing audio telehealth services to members. All the other tips and best practices that were provided were accurate.

We regret any confusion or inconvenience the September 2022 article caused. If you have any questions, please contact your Provider Network Operations relationship manager. You can find their contact information in the Provider Services Contact Guide at [www.phs.org/ContactGuide](http://www.phs.org/ContactGuide).

Healthy regards,

Presbyterian Provider Network Operations

## Provider Network Operations



**Hours:** Monday through Friday, 8 a.m. to 5 p.m.



**Phone:** (505) 923-5757 or 1-888-923-5757 (toll-free)

**Contact Guide:** [www.phs.org/ContactGuide](http://www.phs.org/ContactGuide)



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