

COLORADO DEPARTMENT OF LABOR AND EMPLOYMENT  
DIVISION OF WORKERS' COMPENSATION

**COVID-19 Updates - Telephone Services**

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Physicians and nonphysician health care providers may conduct evaluation and management by telephone.

Please keep in mind the following requirements when billing for non-face-to-face telephone services:

- You may only use and bill for telephone services with established patients, parents, or guardians
- The call must be at least five minutes

Be sure that all the medical record information includes:

- The amount of time spent providing the telephone service
- The date the telephone service was provided
- Who the provider spoke with during the telephone service
- The determinations, recommendations, or assessments made by the provider during the conversation.

**CPT® Billing Codes for Telephone Services**

<b>99441</b>	5 - 10 minutes of medical discussion with a physician
<b>99442</b>	11 - 20 minutes of medical discussion with a physician
<b>99443</b>	21 - 30 minutes of medical discussion with a physician
<b>98966</b>	5 - 10 minutes of medical discussion with a nonphysician practitioner
<b>98967</b>	11 - 20 minutes of medical discussion with a nonphysician practitioner
<b>98968</b>	21 - 30 minutes of medical discussion with a nonphysician practitioner

Telephone or online services may be billed even if provided within one to seven days of an evaluation and management visit. Triage calls conducted by schedulers, medical assistants, or nurses for COVID-19 are treated as part of the exam visit.