Clinical documentation and coding tips

Telehealth

Telehealth services occur when a patient uses technology to receive care remotely, either through real-time audio and/or video communication or non-real-time methods. The modality used must be documented for each date of service.

Synchronous visit

Interactive, real-time communications, which include telephone connection or a combination of telephone and video connection.

Asynchronous visit

- Often known as "store and forward."
- Electronic transmission of medical information to a practitioner who can evaluate outside of real-time or at a later date.

Each telehealth encounter must specify if using audio only or audio/visual within the chart for that date of service.

CPT®/HCPCS* Code	Modifier	Modifier Description
Various	95	Synchronous telemedicine service rendered via real-time interactive audio and video telecommunications system
99441-99443	93	Synchronous telemedicine service rendered via telephone or other real-time interactive audio-only telecommunications system

References

- Centers for Medicare & Medicaid Services. (2025). Telehealth & remote monitoring (MLN901705). U.S. Department of Health and Human Services. https://www.cms.gov/files/document/mln901705-telehealth-remote-monitoring.pdf
- Center for Connected Health Policy. (n.d.). Pennsylvania state telehealth laws and policies. Retrieved from www.cchpca.org/pennsylvania/

*Healthcare Common Procedure Coding System (HCPCS)

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