

# Patient Experience care codes

## Quick reference guide

### Overview

This reference guide contains CPT® coding information you and your team will need for:

- 1 Patient Experience Survey
- 2 Annual Care Visits
- 3 Fall risk and urinary incontinence

### Patient Experience Survey codes

This section contains the CPT codes that may trigger us to send your patients the UnitedHealthcare Patient Experience Survey. This surveys help assess the patient's experience with care delivery, communication and access. We won't survey your patients more than once every 3 months.

### Office visits and common encounter types

Visit type	CPT codes	Notes
New Patient Office Visits <sup>1</sup>	99202, 99203, 99204, 99205	New Patient Office Visits: 99202, 99203, 99204, 99205. (For telehealth, per CMS, must be done via audio AND video telecommunications.) Any XXXXX-95 (telehealth) and XXXXX-GT and XXXXX-GQ and XXXXX-G0, POS = 02 (telehealth).
Established Patient Office Visits <sup>1</sup>	99212, 99213, 99214, 99215	Established Patient Office Visits: 99212, 99213, 99214, 99215. (For telehealth, per CMS, must be done via audio AND video telecommunications.)

### Digital, telehealth and preventive visits

Visit type	CPT codes	Notes
Digital	99421, 99422, 99423, 98970, 98971, 98972	The following are not face-to-face encounters, but rather online digital evaluation and management services. These are NOT on the CMS telehealth list: <b>99421</b> – Online digital evaluation and management service, for an established patient, for up to 7 days, cumulative time during the 7 days; 5-10 minutes.

## Digital, telehealth and preventive visits (cont.)

Visit type	CPT codes	Notes
<b>Digital (cont.)</b>	99421, 99422, 99423, 98970, 98971, 98972	<p><b>99422</b> - Online digital evaluation and management service, for an established patient, for up to 7 days, cumulative time during the 7 days; 11–20 minutes</p> <p><b>99423</b> - Online digital evaluation and management service, for an established patient, for up to 7 days, cumulative time during the 7 days; 21 or more minutes</p> <p>Non-Phys Professionals (NPs/PAs):</p> <p><b>98970</b> - QNHP ONLINE DIGITAL E/M SVC EST PT &lt;7 D 5–10 MIN</p> <p><b>98971</b> - QNHP ONLINE DIGITAL E/M SVC EST PT &lt;7 D 11–20 MIN</p> <p><b>98972</b> - QNHP ONLINE DIGITAL E/M SVC EST PT &lt;7 D 21 or more MIN</p>
<b>Synchronous Audio-Only Visit</b>	98008–98015	<p><b>98008</b> - Synchronous audio-only visit for the evaluation and management of a new patient, which requires a medically appropriate history and/or examination, straightforward medical decision-making and more than 10 minutes of medical discussion. When using total time on the date of the encounter for code selection, 15 minutes must be met or exceeded.</p> <p><b>98009</b> - Synchronous audio-only visit for the evaluation and management of a new patient, which requires a medically appropriate history and/or examination, low medical decision-making and more than 10 minutes of medical discussion. When using total time on the date of the encounter for code selection, 30 minutes must be met or exceeded.</p> <p><b>98010</b> - Synchronous audio-only visit for the evaluation and management of a new patient, which requires a medically appropriate history and/or examination, moderate medical decision-making and more than 10 minutes of medical discussion. When using total time on the date of the encounter for code selection, 45 minutes must be met or exceeded.</p> <p><b>98011</b> - Synchronous audio-only visit for the evaluation and management of a new patient, which requires a medically appropriate history and/or examination, high medical decision-making and more than 10 minutes of medical discussion. When using total time on the date of the encounter for code selection, 60 minutes must be met or exceeded.</p> <p><b>98012</b> - Synchronous audio-only visit for the evaluation and management of an established patient, which requires a medically appropriate history and/or examination, straightforward medical decision-making and more than 10 minutes of medical discussion. When using total time on the date of the encounter for code selection, 10 minutes must be exceeded.</p>

## Digital, telehealth and preventive visits (cont.)

Visit type	CPT codes	Notes
<p><b>Synchronous Audio-Only Visit (cont.)</b></p>	<p>98008-98015</p>	<p><b>98013</b> – Synchronous audio-only visit for the evaluation and management of an established patient, which requires a medically appropriate history and/or examination, low medical decision-making and more than 10 minutes of medical discussion. When using total time on the date of the encounter for code selection, 20 minutes must be met or exceeded.</p> <p><b>98014</b> – Synchronous audio-only visit for the evaluation and management of an established patient, which requires a medically appropriate history and/or examination, moderate medical decision-making and more than 10 minutes of medical discussion. When using total time on the date of the encounter for code selection, 30 minutes must be met or exceeded.</p> <p><b>98015</b> – Synchronous audio-only visit for the evaluation and management of an established patient, which requires a medically appropriate history and/or examination, high medical decision-making and more than 10 minutes of medical discussion. When using total time on the date of the encounter for code selection, 40 minutes must be met or exceeded.</p>
<p><b>Initial Comprehensive Preventive Medicine Evaluation and Management</b></p>	<p>99385, 99386, 99387, 99395, 99396, 99397</p>	<p>The Comprehensive Physical Exam (CPE) codes would be (cannot be accomplished via telehealth; can only be accomplished in office):</p> <p><b>99385</b> – Initial comprehensive preventive medicine evaluation and management...; 18-39 years</p> <p><b>99386</b> – Initial comprehensive preventive medicine evaluation and management...; 40-64 years</p> <p><b>99387</b> – Initial comprehensive preventive medicine evaluation and management...; 65 years and older</p> <p><b>99395</b> – Periodic comprehensive preventive medicine reevaluation and management...; 18-39 years</p> <p><b>99396</b> – Periodic comprehensive preventive medicine reevaluation and management...; 40-64 years</p> <p><b>99397</b> – Periodic comprehensive preventive medicine reevaluation and management...; 65 years and older</p>
<p><b>IPPE Welcome and AWW</b></p>	<p>G0402, G0438<sup>1</sup>, G0439<sup>1</sup></p>	<p><b>IPPE Welcome to Medicare Physical:</b> G0402 (cannot be accomplished via telehealth; can only be accomplished in office)</p> <p><b>Annual Wellness Visits:</b> G0438, G0439 (can be accomplished via telehealth; are listed under Yes for Audio-only; however, if audio-only diagnoses do not count for risk adjustment, always encourage audio AND video whenever possible)</p>

## Digital, telehealth and preventive visits (cont.)

Visit type	CPT codes	Notes
FQHC	G0466, G0467, G0468	If patient is seen in an FQHC and the provider has a regular provider group contract, they would be billing on a CMS-1500 form and could use these codes. For an IPPE or and AWV in an FQHC, in addition to the G0402 or G0438/G0439, the provider would need to also code G0468 per FQHC rules.

## Annual Care Visits

Annual Care Visits (ACVs), including Annual Wellness Visits, are an important opportunity to help Medicare Advantage patients understand their conditions, medications and care plans. ACVs support stronger provider-patient relationships and may lead to improved satisfaction and engagement.

Visit type	Applicable CPT / HCPCS codes	What to document	Why it matters for patient experience	Notes / Exceptions
<b>Welcome to Medicare visit</b>	G0402	Initial preventive assessment and education	Establishes early understanding and confidence in care	Once per lifetime
<b>Annual Wellness Visit</b>	G0438, G0439	Comprehensive review, medication reconciliation, care planning	Improves clarity, engagement and satisfaction	Eligible annually; \$0 copay
<b>Annual Routine Physical</b>	99385-99397	Preventive evaluation and counseling	Reinforces preventive care and communication	Can be billed annually

Speaking to patients at Annual Care Visits, first visits and other routine appointments, about their fall risk and urinary incontinence can help address concerns early and improve their overall health outcomes.

## Fall risk assessment

Visit type	Applicable CPT / HCPCS codes	What to document	Why it matters for patient experience	Notes / Exceptions
<b>Fall Risk Screening</b>	CPT II: 1100F, 1101F	Screen, assess risk and document interventions	Reduces injury risk and supports patient safety	Hospice patients excluded

## Improving bladder control

Visit type	Applicable CPT / HCPCS codes	What to document	Why it matters for patient experience	Notes / Exceptions
<b>Bladder Control Assessment</b>	CPT II: 0509F, 1090F, 1091F	Assess and document urinary incontinence and plan	Improves comfort, dignity and daily functioning	Hospice patients excluded



### Questions? We're here to help.

For chat options and contact information, visit [UHCprovider.com/contactus](https://UHCprovider.com/contactus).

<sup>1</sup>Per the most recent UHC MA Telehealth Policy [uhcprovider.com/content/dam/provider/docs/public/policies/medadv-reimbursement/MEDADV-Telehealth-and-Telemedicine-Policy.pdf](https://uhcprovider.com/content/dam/provider/docs/public/policies/medadv-reimbursement/MEDADV-Telehealth-and-Telemedicine-Policy.pdf)): The Centers for Medicare and Medicaid Services (CMS) have 2 POS codes dedicated to Telehealth Services.

POS Code 02: The location where health services and health related services are provided or health related services through telecommunication technology. Patient is not located in their home when receiving health services or health related service through telecommunication technology.

POS Code 10: The location where health services and health related services are provided or received, through telecommunication technology. Patient is located in their home (which is a location other than a hospital or other facility where the patient receives care in a private residence) when receiving health services or health related services through telecommunication technology.