

Reimbursement of digital assessment for ostomy photo diary**



Some insurance plans may reimburse the time you spend reviewing ostomy photos from an app. These types of services are asynchronous, or “store and forward” which let providers and patients share information directly with each other. An example of such an app is MyOstomyLife by Coloplast Care.

Generally, these codes apply to qualified non-physician healthcare professional online digital assessment and management, for an established patient.

- The communication must be initiated by the patient.
- Requires a clinical decision that would typically have been provided in the office (i.e. medication dose adjustment, ordering of a test, or new prescription).
- These services offer an opportunity to gather information by review of patient records to develop a diagnosis and a management plan.
- Includes submission by Electronic Health Records (EHR) portals.
- These codes are not reported during the global post-op period.

Online digital assessment and management services Qualified nonphysician healthcare professional



CPT codes, descriptions and other data are copyright ©2023 American Medical Association. All rights reserved.

CPT Code®	CPT Descriptor
98970	Qualified nonphysician healthcare professional online digital assessment and management, for an established patient, for up to 7 days, cumulative time during the 7 days; 5-10 minutes
98971	Qualified nonphysician healthcare professional online digital assessment and management, for an established patient, for up to 7 days, cumulative time during the 7 days; 11-20 minutes
98972	Qualified nonphysician healthcare professional online digital assessment and management, for an established patient, for up to 7 days, cumulative time during the 7 days; 21 or more minutes

Online digital evaluations and management services Clinicians who can bill using evaluation and management codes use the following codes.

CPT Code®	CPT Descriptor
99421	One digital evaluation and management service, for an established patient, for up to 7 days, cumulative time during the 7 days; 5-10 minutes
99422	One digital evaluation and management service, for an established patient, for up to 7 days, cumulative time during the 7 days; 11-20 minutes
99423	One digital evaluation and management service, for an established patient, for up to 7 days, cumulative time during the 7 days; 21 or more minutes



It is the provider's responsibility to determine medical necessity, appropriate site of service and to submit correct claims with accurate codes, modifiers, and charges for all services rendered. As medical policies, rules, regulations and coverage may vary on a case-by-case basis, providers must contact local payers/carriers and/or legal and compliance counsel for guidance pertaining for questions and additional information.

*** Reimbursement Disclaimer:** Coloplast Corp. provides this information for convenience and your general reference only. It does not constitute legal advice or a recommendation regarding clinical practice. Reimbursement, coverage and payment policies can vary from one insurer and region to another and is subject to change without notice. The provider has the responsibility to determine medical necessity and to submit appropriate codes and charges for care provided.

** This information is based on Medicare's telehealth rules.

Coloplast does not guarantee coverage or payment of products and Coloplast makes no guarantee that the use of this information will prevent differences of opinion or disputes with Medicare, insurers, or other payers as to the correct form of billing or the amount that will be paid. This information is provided for your general information only and is not intended to replace any advice you receive from your own internal or external insurance coverage consultants, reimbursement specialists or legal counsel.

For more reimbursement information visit:

Medicaid program in your state at www.Medicaid.gov/Medicaid/benefits/telehealth/index.html

Billing and coding Medicare Fee-for-Service claims | [Telehealth.HHS.gov](https://telehealth.hhs.gov)

<https://telehealth.hhs.gov/providers/billing-and-reimbursement/billing-and-coding-medicare-fee-for-service-claims>