

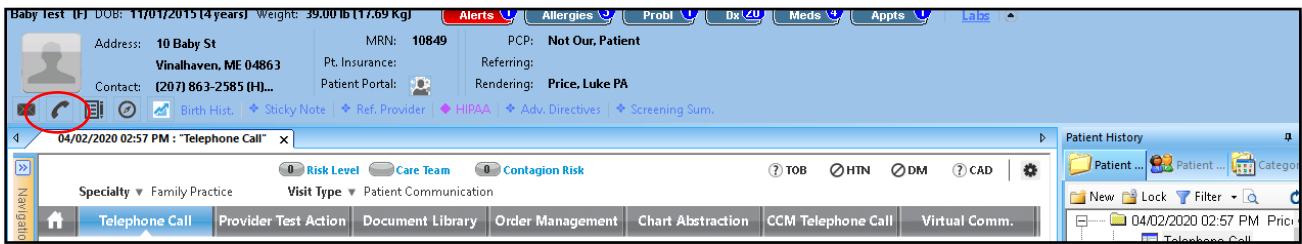
## How to Document a Billable Telephone Triage Call Performed by a Provider Only

CPT Codes 98966-98968 are for Social Workers, Physical Therapists, Speech Therapists  
CPT Codes 99441-99443 are for MD, DO and during the PHE, Nurse Practitioners and Physician Assistant

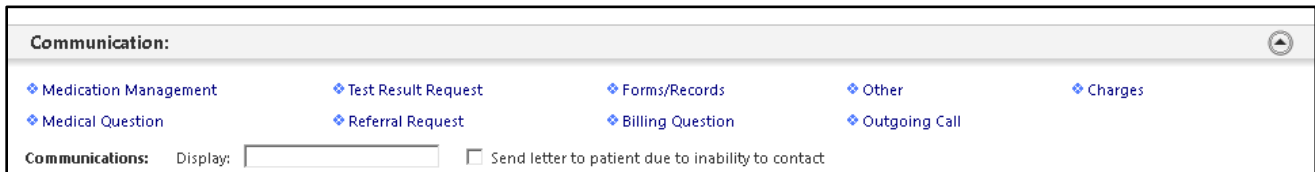
These codes are for triage. They are intended to be brief medical discussions or clinical advice given to a patient either by telephone or audio and video (zoom).

Scenario: Patient calls to be seen.

1. Call is transferred to the triage provider
2. Provider searches for patient, verifies DOB and creates an encounter
3. Provider Clicks on the Telephone Icon



4. Click on the Communication Tab



5. Click on the Medical Question, Other, or Outgoing call (outgoing if you calling the patient back).
6. Enter the Contact Type: Write Triage
7. Spoke with Patient
8. Name
9. Click After Hours if appropriate
10. Concern
11. Duration
12. Comment
13. Click on My Phrases and Select Telephone call Verbal Consent
14. Actions
15. Status: Complete

Medical Question - Telephone

**Call Information:**  
 Contact type: Triage  
 Agency: [ ]  
 Date of call: 04/02/2020  
 Time of call: 6:13 PM  
 After hours

Spoke with:  Patient  
 Name: [ ]  
 Relationship: [ ]

**Contact Information:**  
 Home: (570) 337-1895  
 Day: ( ) - [ ]  
 Other: (this call only) [ ]  
 Alternate: (207) 333-3333  
 Cell: ( ) - [ ]  
 Email: kuntrrr@yahoo.com

**Communication:**  
 Concern: [ ]  
 Duration of symptoms: [ ]  
 Comment: [ ]  
 Sort By: Summary | Phrase | My Phrases | Manage My Phrases  
 Meds/Allergies/Chronic Probs | Review of Test(s)

**Actions:**  
 Schedule appointment:  
 Send referral:  
 Place new medication order:  
 Adjust medication:  
 Send test result(s):  
 Counsel patient:  
 Other:

**Tasking:**  
 Priority: Normal  
 Send & Close

Status:  Open  Complete

Telephone Call Summary | Save & Close | Cancel

16. Click on Charges, Select the Right Codes, Call length, Assessment, Submit to Superbill, Save & Close

**Communication:**

Medication Management | Test Result Request | Forms/Records | Other | **Charges**  
 Medical Question | Referral Request | Billing Question | Outgoing Call

Communications: Display: [ ]  Send letter to patient due to inability to contact

ICM Tphone Charge

Date: 04/02/2020 | Time: 6:35 PM | Staff member: NextGen Admin

Physician management:  
 99441 (5 - 10 minutes)  
 99442 (11 - 20 minutes)  
 99443 (21 - 30 minutes)

**Nurse Practitioner and Physician Assistant**  
 98966 (5 - 10 minutes)  
 98967 (11 - 20 minutes)  
 98968 (21 - 30 minutes)

**NP's and PA's select this side.**

Assessment: [ ] | Code: [ ] | Status: [ ]

Comments: [ ] | Call length: [ ]

Task priority: Normal

Send & Close | **Submit to Superbill** | Save & Close | Cancel

17. Preview the Document

Preview Document