

DIGITAL HEALTH MODALITIES

Virtual Check-Ins (“e-Visits”)

Method: Asynchronous between patient and provider

Coding: Does not require modifier

Virtual check-ins, or “brief communication technology-based services,” provide an efficient way for you to connect with established patients remotely, reducing the need for unnecessary office visits. These services can be delivered through various communication technologies, including synchronous discussions over the phone, video exchanges, or secure messaging via email or patient portals. While these services are typically initiated by the patient, it’s important to educate your patients on their availability to encourage their use.

Virtual check-ins are available to patients who have an established relationship with you or other qualified practitioners. These interactions should not be related to a medical visit within the past 7 days and should not lead to a follow-up in-person visit within the next 24 hours (or the next available appointment). You must obtain and document the patient’s verbal consent before providing these services.