CTRC Digital Health Payment Guide
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DIGITAL HEALTH MODALITIES

Store-and-Forward

Method: Asynchronous between patient and provider

Coding: Service codes and modifiers available

Store-and-Forward refers to the electronic transmission of medical information, such as digital images, documents, and pre-recorded videos to a clinician who will use the information to evaluate the case or render a service outside a real-time interaction with a patient. This interaction is **asynchronous**, meaning images or test results can be shared without requiring real-time patient and provider interaction.

Patient to Provider Technology

Patients and health care providers can use digital applications and platforms to capture and share health data with each other. For example, patients might share images of skin conditions or wounds and diagnostic results with their providers. These data are sent through a secure telehealth platform, such as a patient portal. Health care providers can review patient data to make a diagnosis, provide a treatment plan, or recommend follow-up care. This is an example of a store-and-forward asynchronous interaction.

TIP *Always consider reviewing the requirements for reporting and billing related to store-and-forward, as specific guidelines cover the use of these codes.*