

## DIGITAL HEALTH MODALITIES

### Telehealth Audio-Only

**Method:** Synchronous between patient and provider

**Coding:** Requires modifier

This modality involves real-time, two-way communication using audio-only technology, such as phone calls. Audio-only interactions are particularly useful in situations where video technology is unavailable or unnecessary. For instance, physicians can manage chronic conditions for established patients, discuss test results, or provide medication consultations over the phone. This approach ensures continuity of care, especially for patients in remote areas with limited connectivity, those lacking access to video technology, or patients who are more comfortable with phone consultations. Similar to live video, these services are billed using existing codes with the addition of a modifier.

This modality is **synchronous**, meaning the interaction happens live, with both the patient and provider present simultaneously.



**TIP**

*Always consider reviewing the requirements for reporting and billing related to telehealth audio-only services, as specific guidelines cover the use of these modifiers.*