

DIGITAL HEALTH MODALITIES

Telehealth Live Video – Interactive

Method: Synchronous between patient and provider

Coding: Requires modifier

This modality involves real-time, two-way interaction between a patient and a provider using audio-visual telecommunications technology. These services can effectively substitute for some in-person encounters, offering convenience and accessibility. For example, telepsychiatry allows psychiatrists to conduct therapy sessions via secure video platforms, providing mental health support remotely. Similarly, primary care providers can use live video to conduct routine check-ups and follow-up appointments, allowing patients to receive care without traveling to the clinic. These services are billed using existing codes for in-person services with the addition of a modifier.

Telehealth live video 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 live video services, as specific guidelines cover the use of these modifiers.