



## **HIFINITE HEALTH**

### **Reimbursements Simplified**

Looking to buy a care management software that covers multiple CPT codes and simplifies the entire Medicare reimbursement process?

This reimbursement guide walks you through the CPT codes Hifinite's hiCare Management Solution covers, and the features offered by hiCare Chronic that simplify the reimbursement flow, allowing you to accurately choose the most comprehensive tool for your business.

You can focus on delivering the best qualitative care to your patients, and we'll make sure you get reimbursed for all your remote care services.

We focus our efforts on four elements – usability, simplicity, operational efficiency, and feature completeness.

Hifinite's hiCare Chronic Disease Management Solution is really that amazing!



## Table of Contents

<b>Chapters</b>	<b>Page No.</b>
1. Introduction	3
2. List Of CPT Code Reimbursements Supported By Hifinite	4
3. Chronic Care Management (CCM)	4
4. Remote Patient Monitoring (RPM)	5
5. Principal Care Management (PCM)	6
6. Annual Wellness Visit (AWV)	6
7. Transitional Care Management (TCM)	6
8. Psychiatric Collaborative Care Management (CoCM)	7
9. Behavioral Health Integration (BHI)	7
10. Virtual Services	8
a. E-Visits	8
b. Virtual Check-Ins	8
c. Remote Prolonged Evaluation & Management Services	8
d. General Telehealth Visits	9
e. Specialized Telehealth Visits:	10
i. Psychotherapy	10
ii. Psychiatric Related	11
iii. Behavior Counseling Therapy	11
iv. ESRD: End Stage Renal Disease Management	12
v. Smoking/Alcohol/Tobacco/Substance/Opioid Abuse Related	13
vi. Medical Nutrition Therapy	13
vii. Critical Care Consultation	14
viii. Kidney Disease Education	14
ix. Diabetes Self-Management	14
x. Advanced Care Planning	14
xi. Patient Education	14
11. How Hifinite Helps You	16

## Introduction

Though the Centers for Medicare and Medicaid Services (CMS) launched CPT billing codes to reimburse providers for their remote care services in 2015, most providers have not taken advantage of them.

Providers have been unable to benefit from the newly available opportunities for either a lack of understanding of the new codes and requirements with them for successful reimbursement, or for not having the technology needed to provide these services. Providers have also found it challenging to track their activities due to lack of tools, support, and resources, both internal and external, to accomplish their goals. In addition, providers have a challenge finding staff and resources to manage their remote patient monitoring and chronic care management programs. This leaves tens of billions of dollars untapped.

Fortunately, Hifinite can help with its full-stack solution and back-end support with personnel to manage the entire program for providers. Every provider requires an adaptable, comprehensive, and robust tool set, that covers multiple telehealth and remote monitoring CPT codes, and simplifies the entire reimbursement process.

This whitepaper presents a concise overview on two main topics:

- A list of reimbursement codes that providers can take advantage of through our comprehensive hiCare Chronic Disease Management Solution.
- An overview of the features offered by hiCare Chronic that can fulfill the requirements of various Medicare programs. Using this, providers can implement relevant CPT codes and submit claims to CMS, getting the most reimbursements possible.

### Calculate Your Minimum Additional Annual Revenue Potential (CCM+RPM)

[in](#)
[t](#)
[f](#)

Total number of physicians in the practice <input style="width: 100%;" type="text" value="3"/>	Average number of patients per physician per year <input style="width: 100%;" type="text" value="2,500"/>	Your Minimum Additional Annual Revenue Potential <h2 style="margin: 0;">\$ 1,251,716.76</h2> <p style="font-size: small; margin-top: 10px;">* Reimbursement amount varies based on geography</p>
Total number of patients <b>7,500</b>	Total number of months <b>12</b>	
Average percentage of Medicare patients <b>21.8 %</b>	Number of Medicare patients <b>1,635</b>	
Percentage of chronically ill adult Medicare/Medicaid beneficiaries <b>68.6 %</b>	Number of chronically ill adult Medicare/Medicaid beneficiaries <b>1,122</b>	
Percentage of patients eligible for CCM and RPM services <b>50.0 %</b>	Number of patients eligible for CCM and RPM services <b>561</b>	
For 40 minutes, you can avail CCM (99490) + RPM (99453, 99454, 99457, 99458)	Average monthly payment per patient <b>\$ 186</b>	

Built with [CALCONIC](#) Calculator builder. I Sign up for free!

*\*Reimbursement rates taken from: <https://www.cms.gov/medicare/physician-fee-schedule/search>*

## List Of CPT Code Reimbursements Supported by Hifinite

### 1. Chronic Care Management (CCM) - For patients with >1 serious chronic condition

CPT Code	Time (min)	Monthly Reimbursement Per Patient	Description	Key Points
99487	≥ 60	\$93	Clinical staff directed by a physician or a qualified health care professional	Initial visit (Annual Wellness Visit -AWV) code is used. - Cannot be billed in the same month as 99490 or 99491 - Only for complex chronic condition
99489	Add-on ≥ 30	\$47	Add-on code - Clinical staff time directed by a physician or a QHCP	- Can be billed with CPT 99487 - Only for complex chronic conditions
99490	≥ 20	\$42	Clinical staff directed by a physician or a qualified health care professional	Initial visit code (AWV) is used - It cannot be reported in the same month as 99491, 99487, or 99489
<i>Strategy: It comes down to whether you have clinical staff at your disposal and if you want to use them. If you do, you can train them to do your monthly outreach electronically and use CPT 99490.</i>				
99491	≥ 30	\$84	Physician or a qualified health care professional	Initial visit code (AWV) is used - It cannot be reported in the same month as 99490, 99487, or 99489
<i>Strategy: If physicians or QHCPs were to involve themselves, then CPT code 99491 would be preferred. Yes, it would take away valuable time, but that is why compensation is higher.</i>				
99439	Add-on 20	\$38	Clinical staff directed by a physician or a qualified health care professional	- It can be billed at the same time as 99490 - Can be used twice at most per month
G0506	Add-on	\$63	Physician or a qualified health care professional	Comprehensive assessment & care planning. Billed only once with AWV to initiate CCM

\* *Qualified healthcare professional (QHCP): Physician, advanced practice registered nurse, certified nurse midwives, clinical nurse specialists, nurse practitioners, physician assistant.*

\* *Licensed clinical staff: APRN, PA, RN, LCSW, LPN, clinical pharmacists, and “medical technical assistants” or CMAs.*

## 2. Remote Patient Monitoring (RPM)

<b>CPT code</b>	<b>Time (min)</b>	<b>Monthly Reimbursement per patient</b>	<b>Description</b>	<b>Key points</b>
99091	≥ 30, every 30 days	\$58	Physician or a qualified health care professional	Collection and interpretation of physiologic data. This is outdated. CMS has now unbundled it into four different codes.
99453	-	\$21	Physician/a qualified health care professional/clinical staff	Meant for the initial set-up of medical devices and patient education. Has a one-time pay requirement.
99454	-	\$69	Physician/a qualified health care professional/clinical staff	Daily transmission of vitals - every 30 days, minimum of 16 days of readings per month
99457	≥ 20 per calendar month	\$54	Physician/a qualified health care professional/clinical staff	Interactive communication. Can be billed with CCM (99490), TCM, & BHI
99458	additional ≥ 20	\$43	Add-on code - Physician/a qualified health care professional/clinical staff	- Can be reported in conjunction with CPT code 99457 - Can be used twice at most

### 3. Principal Care Management (PCM) - For patients with 1 serious chronic condition

CPT code	Time (min)	Monthly Reimbursement per patient	Description	Key points
G2064	≥ 30	\$92	Physician or a qualified health care professional	- Initial visit (AWV) code is used - Billed concurrently with RPM but not with CCM for the same patient/calendar month
G2065	≥ 30	\$40	Clinical staff directed by a physician or a qualified health care professional	- Disease-specific care plan is created, unlike CCM's comprehensive care plan

### 4. Annual Wellness Visit (AWV)

CPT code	Time (min)	Monthly Reimbursement per patient	Description
G0438	-	\$164	For new first-time patients for the clinic who have been enrolled with Medicare for more than one year
G0439	-	\$109	For returning patients who have had a visit before

### 5. Transitional Care Management (TCM)

CPT code	Time (min)	Monthly Reimbursement per patient	Description	Key points
99495	-	\$176	Face-to-face visit with moderately complex patients, within 14 calendar days of discharge.	- TCM becomes a funnel for new CCM enrolment via face-to-face visit - Any new Medicare patients meeting the CCM criteria that come to the office for TCM can be signed up for CCM as well during the same visit - Can bill TCM in the same month as CCM & RPM
99496	-	\$238	Face-to-face visit with highly complex patients, within 7 calendar days of discharge	CPT 99496 cannot be used in the second year if there isn't a discharge or transfer.

## 6. Psychiatric Collaborative Care Management (CoCM)

*\*Psychiatric consultants are individuals capable of prescribing the full range of psychiatric medications*

CPT code	Time (min)	Monthly Reimbursement per patient	Description	Key points
99492	70	\$162.18	Initial consultation with a psychiatric consultant, & directed by the treating physician or a qualified health care professional	Initial assessment (administration of validated rating scales), care plan development, review, brief intervention using behavioral activation, motivational interviewing, and other strategies
99493	60	\$129.38	Subsequent consultation	Tracking patient follow-up and progress
99494	Each add-on 30 any month	\$67.03	Initial or subsequent	Can be used in conjunction with CPT 99492 & 99493
G2214	First 30 in a month	\$48.65	Initial or subsequent	Consultation with a psychiatric consultant, & directed by the treating physician or a qualified health care professional

## 7. Behavioral Health Integration (BHI) Services

CPT code	Time (min)	Monthly Reimbursement per patient	Description	Key points
99484	20	\$48.50	BHI other than CoCM may include assessment and monitoring, care plan revision for patients whose outcome is not improving as desired, or promoting a continuous relationship with a designated care team member	<ul style="list-style-type: none"> <li>- Can be billed more than once in a month.</li> <li>- Patients may, but are not required to have, co-morbid, chronic, or other medical condition(s) that are being managed by the billing practitioner, enabling concurrent billing of those services.</li> </ul>

## 8. Virtual Services

### a. E-Visits

CPT code	Time (min)	Monthly Reimbursement per patient	Description
99421	5-10	\$15.52	Online digital E/M service for an established patient, cumulative up to 7 days by a physician or a qualified healthcare professional
99422	11-20	\$31.04	
99423	≥ 21	\$50.16	
98970	5-10	\$12.27	Online digital E/M service for an established patient, cumulative up to 7 days by a qualified nonphysician healthcare professional
98971	11-20	\$21.65	
98972	≥ 21	\$33.92	

### b. Virtual Check-Ins

CPT code	Time (min)	Monthly Reimbursement per patient	Description	Key points
G2250	-	\$12.27	Remote evaluation of recorded video and/or images submitted by an established patient (e.g., store and forward), including interpretation & follow-up with the patient within 24 (business) hours	Not originating from a related E/M service provided within the previous 7 days, or leading to an E/M service or procedure within the next 24 hours, or earliest available appointment
G2251	5-10	\$14.80	Virtual check-in by a physician or a QHP who can report evaluations and management services, provided to an established patient (5-10 minutes).	

### c. Remote Prolonged Evaluation & Management Services

CPT code	Time (min)	Monthly Reimbursement per patient	Description
99358	First 60	113	Cannot be reported with CCM, TCM, & E/M services. Used only by the physician & not clinical staff
99359	add-on 30	55	
G2212	Each additional 15	37.40	Cannot be reported with other E/M services on the same date of service



**d. General Telehealth Visits**

<b>CPT code</b>	<b>Time (min)</b>	<b>Monthly Reimbursement per patient</b>	<b>Description</b>
99201	10	\$46.56	Office or other outpatient visits – new patients
99202	20	\$77.23	
99203	30	\$109.35	
99204	45	\$167.09	
99205	60	\$211.12	
99211	5	\$23.46	Office or other outpatient visits – established patients
99212	10	\$46.19	
99213	15	\$76.15	
99214	25	\$110.43	
99215	40	\$148.33	
99241	15	\$48.72	Office or other outpatient consultations - new or established patients
99242	30	\$90.03	
99243	40	\$125.95	
99244	60	\$188.75	
99245	80	\$229.89	
G0425	30	\$101.77	Telehealth consultations, emergency department or initial inpatient
G0426	50	\$138.22	
G0427	70	\$204.99	
G0406	15	\$39.70	Follow-up inpatient telehealth consultations furnished to beneficiaries in hospitals or SNFs
G0407	25	\$73.26	
G0408	35	\$105.38	
99231	15	\$40.06	- Hospital inpatient services. - Subsequent hospital care services, with the limitation of 1 telehealth visit every 3 days.
99232	25	\$73.62	
99233	35	\$106.10	
99446	5-10	\$18.95	Interprofessional telephone / internet assessment/EHR & management service by a consultative physician including a verbal and written report to the patient's treating/requesting physician or a QHP.
99447	11-20	\$37.49	
99448	21-30	\$56.43	
99449	> 31	\$74.98	
99451	≥5	\$38.50	Interprofessional telephonic/online/electronic health record assessment and management services provided by a consulting physician, including a written report to the patient's treating/requesting physician or a qualified healthcare professional.
99452	16 min; billed every 14 days	\$38.50	Interprofessional telephonic/online/electronic health record referral service(s) provided by a treating/requesting physician or a QHP.
99441	5-10	\$14.44	Telephone E/M service provided by a physician or other qualified health professional who may report E/M services provided to an established patient, parent, or guardian, not originating from a related E/M service provided within the previous 7 days nor leading to an E/M service or procedure within the next 24 hours or soonest available appointment
99442	11-20	\$28.15	
99443	21-30	\$41.14	
98966	5-10	\$14.44	Same as above, but the service was provided by a qualified, nonphysician health care professional
98967	11-20	\$28.15	
98968	21-30	\$41.14	

*\* Nonphysician healthcare professionals include speech language pathologists, physical therapists, occupational therapists, social workers, and dieticians*

**e. Specialized Telehealth Visits**

**i. Psychotherapy**

<b>CPT code</b>	<b>Time (min)</b>	<b>Monthly Reimbursement per patient</b>	<b>Description</b>	<b>Key points</b>
90832	16-37	\$71.1	Individual psychotherapy, insight oriented, behavior modifying and/or supportive, 30 minutes with the patient and/or family members	-
90833	16-37	\$72.9	Individual psychotherapy + E/M services	Add-on code with 90832
90834	38-52	\$94.55	Individual psychotherapy, insight oriented, behavior modifying and/or supportive, 45 minutes with the patient and/or family members	-
90836	38-52	\$92.39	Individual psychotherapy + E/M services	Add-on code with 90834
90837	53 or more	\$141.47	Individual psychotherapy, insight oriented, behavior modifying and/or supportive, 60 minutes with the patient and/or family members	-
90838	53 or more	\$121.26	Individual psychotherapy + E/M services	Add-on code with 90837
90839	60	\$147.61	Psychotherapy for crisis	Time range: 30-74 minutes
90840	Add-on 30	\$70.74	- Psychotherapy for crisis - Each additional 30 minutes beyond the first 74 minutes	Add-on code with 90839
90845		\$100.33	Psychoanalysis	-
90846	26-50	\$103.58	Family or couple psychotherapy (without the patient present)	-
90847	26-50	\$107.19	Family or couple psychotherapy (with the patient present)	-

## ii. Psychiatric Related

<b>CPT code</b>	<b>Time (min)</b>	<b>Monthly Reimbursement per patient</b>	<b>Description</b>	<b>Key points</b>
90791	16-60	\$145.44	Psychiatric diagnostic evaluation without medical services	An integrated biopsychosocial assessment, including history, mental status, and recommendations
90792	60-120	\$160.96	Psychiatric diagnostic evaluation with medical services	Initial diagnostic interview exam for an adult or adolescent patient that includes medical services
90785	-	\$15.52	Interactive psychiatric diagnostic interview examination using play equipment, physical devices, language interpreters, or other mechanisms of communication	Add-on code with 90791 or 90792

## iii. Behavior Counselling Therapy

<b>CPT code</b>	<b>Time (min)</b>	<b>Monthly Reimbursement per patient</b>	<b>Description</b>	<b>Key points</b>
G0445	30	\$28.26	Behavior counselling therapy to prevent STDs	Individual, semi-annually
G0446	15	\$29.02	Behavior counselling therapy for preventing cardiovascular diseases	Individual annually
G0447	15	\$26.87	Behavior counselling therapy for preventing obesity	-
96116	First 60	\$97.31	Neurobehavioral status examination by a physician or a qualified healthcare professional	-
G0444	15	\$18	Annual depression screening	-

**iv. ESRD: End Stage Renal Disease Management**

<b>CPT code</b>	<b>Time (min)</b>	<b>Monthly Reimbursement per patient</b>	<b>Description</b>	<b>Key points</b>	
90951	60	\$1,198.58	ESRD: Remote clinical assessment from their nephrologist. Includes monitoring for the adequacy of nutrition, assessment of growth and development, and counseling of parents by a physician or OQHCP	4 visits per month (patients aged < 2)	
90954	60	\$789.98		4 visits per month (patients aged 2-11)	
90955	60	\$534.21		2-3 visits per month (patients aged 2-11)	
90956	60	\$354.86		1 visit per month (patients aged 2-11)	
90957	60	\$788.93		4 visits per month (patients aged 12-19)	
90958	60	\$513.63		2-3 visits per month (patients aged 12-19)	
90959	60	\$331.48		1 visit per month (patients aged 12-19)	
90960	60	\$362.54		4 visits per month (patients aged 20+)	
90961	60	\$300.08		2-3 visits per month (patients aged 20+)	
90962	60	\$205.52		1 visit per month (patients aged 20+)	
90963	60	\$619.70		ESRD management for home dialysis – monthly once	Patients aged < 2
90964		\$532.47			Patients aged 2-11
90965		\$512.23			Patients aged 12-19
90966		\$299.73	Patients aged 20+		
90967	per day	\$18.14	ESRD management for home dialysis - less than a full month of service	Patients aged < 2	
90968		\$17.80		Patients aged 2-11	
90969		\$17.10		Patients aged 12-19	
90970		\$9.77		Patients aged 20+	

*\*CCM cannot be billed during the same service period by the same practitioner as ESRD services*

*\*For ESRD services, at least one “hands on” visit (not telehealth) must be furnished each month to examine the vascular access site by a physician, NP, PA, or CNS*

**v. Smoking/Alcohol/Tobacco/Substance/Opioid Related**

<b>CPT code</b>	<b>Time (min)</b>	<b>Monthly Reimbursement per patient</b>	<b>Description</b>	<b>Key points</b>
99406	3-10	\$15.70	Smoking and tobacco use cessation counselling visit	By a physician or non-physician practitioner (NPP)
99407	> 10	\$28.96		
G0396	15-30	\$36.29	Alcohol/substance abuse assessment screening & brief intervention	By a physician or other qualified healthcare professional
G0397	> 30	\$67.69		
G0442	15	\$18.84	Annual alcohol misuse screening	
G0443	15	\$26.87	Brief face-to-face behavioral counselling for alcohol misuse	
G2086	70	\$394.64	Opioid Use Disorder (OUD) (for individuals & group) remote therapy and counselling, and care coordination. Office setting similar to the services covered under the Opioid Treatment Program benefit for clinics.	
G2087	60	\$351.37		Subsequent calendar month
G2088	Add-on 30	\$66.65		

*\*NPP: Physician Assistants, Certified Nurse Practitioners, Certified Nurse Midwives, and Certified Nurse Anesthetists*

**vi. Medical Nutrition Therapy**

<b>CPT code</b>	<b>Time (min)</b>	<b>Monthly Reimbursement per patient</b>	<b>Description</b>	<b>Key points</b>
97802	15 Each	\$46.20	Single	Individual - initial assessment and intervention
97803	15 Each	\$39.90	Single	Subsequent assessment
97804	30 Each	\$21.30	Group	

**vii. Critical Care Consultation**

<b>CPT code</b>	<b>Time (min)</b>	<b>Monthly Reimbursement per patient</b>	<b>Description</b>
G0508	60	\$155.91	Initial
G0509	50	\$150.49	Subsequent

**viii. Kidney Disease Education Services**

<b>CPT code</b>	<b>Time (min)</b>	<b>Monthly Reimbursement per patient</b>	<b>Description</b>
G0420	60	\$201.99	Individual
G0421	60	\$46.61	Group

**ix. Diabetes Self-Management Training Services**

<b>CPT code</b>	<b>Time (min)</b>	<b>Monthly Reimbursement per patient</b>	<b>Description</b>
G0108	60	\$99.70	Individual
G0109	60	\$27.19	Group

**x. Advanced Care Planning**

<b>CPT code</b>	<b>Time (min)</b>	<b>Monthly Reimbursement per patient</b>	<b>Description</b>
99497	30	\$85.84	Physician or other qualified healthcare providers
99498	Add-on 30	\$74.32	

**xi. Patient Education**

<b>CPT code</b>	<b>Time (min)</b>	<b>Monthly Reimbursement per patient</b>	<b>Description</b>	<b>Key points</b>
98960	30 Each	\$29.31	Patient education by a qualified, nonphysician health care professional using a standardized curriculum, face-to-face with the patient (could include caregiver/family)	Individual patients
98961		\$13.96		2-4 patients
98962		\$10.47		5-8 patients
<i>*Do not report CCM codes during the same month as patient education codes</i>				

*\*We strongly recommend consulting your billing specialist and/or your Medicare Administrative Contractor (MAC) to determine the specifics for your practice.*

## Medical Professional Designations

### Possible QHPs

Depending on state scope of practice, licensing, and the Centers for Medicare & Medicaid Services' (CMS), or other payers', guidelines are:

- Nurse Practitioner (NP)
- Certified Nurse Specialist (CNS)
- Physician Assistant (PA)
- Certified Nurse Mid-Wife (CNM)
- Certified Registered Nurse Anesthetist (CRNA)
- Clinical Social Worker (CSW)
- Physical Therapist (PT)

### Clinical Staff

The clinical staff is comprised of employees (leased or contracted staff) who work under the supervision of a physician or other QHP to perform, or assist in the performance of, a specified professional service as allowed by law, regulation, and facility policy; but who do not individually report that professional service (payer-specific policies may also affect who may report specific services). Clinical staff includes:

- Medical Assistants (MA)
- Licensed Practical Nurses (LPN)
- Registered Nurses, and the like (RN)



## **CHOOSE THE BEST POSSIBLE SOLUTION**

Choose a reliable partner with a proven technology platform, know how of the CPT codes, resources and skillset at their disposal to get additional answers, and experience needed to get the job done.

## **HOW HIFINITE HELPS YOU MAXIMIZE REVENUE**

Our cloud-based, turnkey solution automates the entire remote care workflow from patient enrollment to billing report generation, including relevant CPT code documentation.

With our hiCare Chronic Disease Management Solution, you get:

1. Simplified risk stratified patient dashboards
2. Up to date tracking of vitals and medication adherence
3. Individualized care plan built from the provider's assessment
4. Automated time tracking for every patient interaction
5. Secure HIPAA compliant patient engagement including calls, texts, chats, and secure mail
6. Provider curated library for patient education
7. Surveys & feedback modules
8. Easy care transition among providers and care circle
9. Billing analytics and report generation including reimbursement codes
10. Data analytics to identify eligible patients for remote care
11. Seamless integration with your existing certified EHR
12. Electronic consent forms for patient enrollment
13. Provider (physician/nurse/clinical staff) designation for each identified patient
14. 24/7 access to data and care management platform

Our most comprehensive feature set, which is available on all modalities (web, mobile, wearables, voice, TV), is highly configurable to meet your specific needs, offers the best value with no initiation costs, and is easy to get started with.

## **ACT NOW!**

Implement Hifinite's hiCare Chronic Care Management Solution to work for you.  
Start generating more revenue while making care accessible for your patients!



## **THANK YOU FOR READING**

To learn more about Hifinite and our offerings,  
visit our website at [www.hifinite.com](http://www.hifinite.com)