

Virtual Check-Ins

The Center for Medicare and Medicaid Services will reimburse for **Virtual Check-Ins** for established patients in all areas not just rural as of March 17, 2020.

Virtual check-ins are a brief communication between a practitioner and established patient. The encounter can take place via the telephone or video. The virtual check-in cannot be related to a medical visit within the previous 7 days and does not lead to a medical visit within the next 24-hours or soonest appointment available. The patient must verbally consent to receive the virtual check-in service.

Per CMS, a patient coinsurance and deductible would generally apply to these services. For additional information on Virtual Check-Ins, please refer to the following link:

<https://www.cms.gov/newsroom/fact-sheets/medicare-telemedicine-health-care-provider-fact-sheet>

To ensure you are scheduling and documenting virtual encounters correctly in EPIC, please see the following tip sheets:

- **Scheduled Telephone E&M Encounter Documentation**
- **Telephone E&M Encounter “On the Fly” Documentation**
- **How to Schedule Telephone E&M Encounters**