

Can I get paid if the office nurse
makes a phone call to a patient?



Recorded April, 2022

1

Services clinical staff may bill for

2

Services identified by a CPT code, within the scope of practice of the
the clinical staff member, with supervision, as required

For example:

- ☐ Venipuncture
- ☐ Injections
- ☐ Nebulizer treatment
- ☐ Insertion of a bladder catheter

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2

Management services

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Some management services include the work of clinical staff, not just physicians/ NPs/ PAs, *but check the descriptions carefully!*

- ☐ Transitional care management
- ☐ Chronic care management
- ☐ Principal care management
- ☐ Remote monitoring

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3

CPT codes for phone calls

4

Warning!

- ☐ This presentation does not discuss calls between physicians/NPPs and patients during the public health emergency

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4

Telephone calls for clinicians with E/M in scope of practice

5

99441 Telephone evaluation and management service by a physician or other qualified health care professional who may report evaluation and management 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; 5-10 minutes of medical discussion

99442 11-20 minutes

99443 21 or more minutes

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5

Other clinicians

6

In the section above the phone call code 99441, CPT says, “(For telephone services provided by a qualified non-physicians who may not report evaluation and management services [eg, speech-language pathologists, physical therapists, occupational therapists, social workers, dieticians], see 98966—98968)”

- ☐ Clinicians with an NPI number, able to enroll in Medicare and other insurances

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6

Telephone calls for clinicians with E/M in scope of practice

7

98966 Telephone evaluation and management service by a qualified nonphysician health care professional 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; 5-10 minutes of medical discussion

98967 11-20 minutes

98968 21 or more minutes

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7

Phone calls by nursing staff

8

- ☐ No CPT codes describe these
- ☐ No separate reimbursement for the service
- ☐ Some care management and remote monitoring codes have services that include work done by medical practice nursing staff

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8

9



9

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9

Can you get paid?

10

- Clinical staff can perform some services defined in care management and remote monitoring codes under the supervision of a physician/NPP
- But, no, you cannot get paid for clinical staff calling a patient

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10

Thank you



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