

Relay Health
Email
from patient

Is it related to a
visit 7 days prior or
after a visit?

Yes

Is the same
problem being
addressed?

Yes

Code
EM 99499
Provider or Nurse/Tech

No

Is it within
a nurse scope of
practice

Yes

Nurse

Respond
to patient

Create Nurse
T-Con

Copy and paste
email in T-Con

Code
EM 99499
CPT 98969
0.40 RVUs

No

Provider

Respond
to patient

Create Provider
T-Con

Copy and paste
email in T-Con

Code
EM 99444
0.40 RVUs



If a **Nurse/Tech** transfers to a **Provider**
The **Provider MUST** review and change the
EM & CPT
based on this decision tree*

If a **Provider** transfers to a **Nurse/Tech**
The **Nurse/Tech MUST** review and change
EM & CPT
based on this decision tree*

Different Diagnosis Examples:

Patient is seen for URI and prescribed antibiotics. Patient emails next day due to itching. Diagnosis= adverse reaction. A new antibiotic is prescribed. Dx= 698.8 (itching) & E930.0 (Penicillin reaction)

Patient is seen for URI and prescribed antibiotics. Patient emails 2 days later seeking advice since the antibiotics are not working. Provider gives support and advice to allow more time for the antibiotics to work. Code medication counseling v65.49_1

*If Relay Health/ email is related to a visit 7 days before/ after a visit and the same problem is addressed only code is EM 99499