

PROVIDER EDUCATION TIP SHEET

MYCHART MEDICAL ADVICE E-VISIT BILLING TIP SHEET

99421 Online digital evaluation and management service, for an established patient, for up to 7 days, cumulative time during the 7 days; 5-10 minutes

99422 Online digital evaluation and management service, for an established patient, for up to 7 days, cumulative time during the 7 days; 11-20 minutes

99423 Online digital evaluation and management service, for an established patient, for up to 7 days, cumulative time during the 7 days; 21 or more minutes

Requirements to bill for a MyChart Medical Advice Message / eVisit

Doctors, nurse practitioners, physician assistants, optometrists, certified nurse midwives

- Requires medical decision making and at least 5 minutes time
- Established patient (seen in the department in prior 3 years)
- Initiated by the patient
- Cannot be preceded by visit for same problem in same department in prior 7 days
- Cannot result in appointment in same department for same problem in subsequent 7 days
- Messages pertaining to conditions covered under surgical and perinatal global periods cannot be billed as Medical Advice Messages

What Counts as MyChart Medical Advice Messaging / eVisit?

- ✓ A new issue or symptom requiring medical assessment or referral
- ✓ Adjusting medications
- ✓ Chronic disease check-in
- ✓ Flare-up or change in chronic condition

What Doesn't Count as MyChart Medical Advice Messaging / eVisit?

- ⊗ Request for a prescription refill
- ⊗ Request to schedule an appointment
- ⊗ Message that leads to recommending a visit
- ⊗ Follow-up care related to a recent surgery (within the global period) – with exceptions for some surgeries
- ⊗ Update to the patient when no response is needed
- ⊗ Message that takes only a few minutes to answer
- ⊗ Patient calls into the clinic to receive the results of a recent service (lab/imaging/diagnostic study) and provider responds via MyChart
- ⊗ Medical Advice/MyChart messaging with a patient who is out of state at the time of service



FAQ's and Common Scenarios for MyChart Medical Advice Messaging/eVisit can be found [here](#).

Resources:

University of California, San Francisco Health
University of Iowa Health Care