

Telehealth & HEDIS® MY 2026 Provider Education Guide



This guide summarizes how telehealth, telephone visits, e-visits, and virtual check-ins may support gap closure when allowed by the HEDIS measure. It is intended as a quick reference only and does not replace HEDIS MY 2026 technical specifications.

Did you know?

Telehealth can help close a gap only when the specific HEDIS measure allows that service type and the encounter is documented with the required diagnosis, timeframe, provider type, **and** coding.

Common Forms of Telehealth

Telemedicine/synchronous telehealth

- Real-time care delivered at a distance using telecommunications technology
- HEDIS value set ► Telehealth POS Value Set

E-visit

- Patient-initiated communication through an online patient portal; communication may continue over a seven-day period
- HEDIS value set ► Online Assessments Value Set

Telephone visit

- Non-face-to-face, patient-initiated service completed by phone
- HEDIS value set ► Telephone Visits Value Set

Virtual check-in

- Brief patient-initiated communication to determine whether further care is needed or to review patient-submitted images/video
- HEDIS value set ► Online Assessments Value Set

Measures Supported by Telehealth

The measures below **may** allow telehealth-related services when the measure-specific requirements are met. Providers should confirm the correct HEDIS specifications, diagnosis criteria, code sets, and timeframes before implementing workflows.

HEDIS Measure	Population/Event	Timing Requirement	Telehealth Formats Noted
FMC	ED follow-up for high-risk chronic conditions, ages 18+	Date of ED visit through seven days after	Outpatient, telehealth, telephone, e-visit, virtual check-in
FUI	High-intensity care for substance use disorder, ages 13+	Within seven days and within 30 days; same-day episode excluded	Telehealth, telephone, e-visit, virtual check-in
IET	New episode of alcohol or drug abuse/dependence, ages 13+	Initiation within 14 days; engagement through 34 days after initiation	Telehealth, telephone, e-visit, virtual check-in
TRC	Post-inpatient discharge, ages 18+	Engagement within 30 days; medication reconciliation discharge date through 30 days	Telephone, synchronous telehealth, e-visit, virtual check-in

Follow-Up After ED Visit for People With High-Risk Multiple Chronic Conditions (FMC)

Who it applies to	Adults 18 years of age and older with multiple high-risk chronic conditions who had an ED visit	
Telehealth opportunity	A follow-up service may count when completed on the date of the ED visit through seven days after the ED visit, for a total of eight days. Outpatient, telehealth, telephone, e-visit, and virtual check-in services may be used when allowed by the measure.	
Documentation reminder	Document the follow-up service date, encounter type, provider type, and required code set information.	
Telehealth place of service	02: Telehealth Provided Other than in Patient's Home 10: Telehealth Provided in Patient's Home	
Telehealth visits	CPT® Codes: 90791, 90792, 90832, 90833, 90834, 90836, 90837, 90838, 90839, 90840, 90845, 90847, 90849, 90853, 90875, 90876, 99221, 99222, 99223, 99231, 99232, 99233, 99238, 99239, 99252, 99253, 99254, 99255	
Outpatient and telehealth value Set	CPT Codes: 98000, 98001, 98002, 98003, 98004, 98005, 98006, 98007, 98008, 98009, 98010, 98011, 98012, 98013, 98014, 98015, 98016, 98966, 98967, 98968, 98970, 98971, 98972, 98979, 98980, 98981, 99202, 99203, 99204, 99205, 99211, 99212, 99213, 99214, 99215, 99242, 99243, 99244, 99245, 99341, 99342, 99344, 99345, 99347, 99348, 99349, 99350, 99381, 99382, 99383, 99384, 99385, 99386, 99387, 99391, 99392, 99393, 99394, 99395, 99396, 99397, 99401, 99402, 99403, 99404, 99411, 99412, 99421, 99422, 99423, 99429, 99441, 99442, 99443, 99455, 99456, 99457, 99458, 99470, 99483	
	HCPCS Code: G0071, G0402, G0438, G0439, G0463, G0544, G2010, G2012, G2250, G2251, G2252, T1015	SNOMED CT® Codes: 185317003, 185463005, 185464004, 185465003, 209099002, 281036007, 314849005, 3391000175108, 386472008, 386473003, 401267002, 439740005, 444971000124105, 456201000124103, 50357006, 77406008, 84251009, 86013001, 866149003, 90526000
	UBREV Codes: 0510, 0511, 0513, 0514, 0515, 0516, 0517, 0519, 0520, 0521, 0522, 0523, 0526, 0527, 0528, 0529, 0982, 0983	

Follow-Up After High Intensity Care for Substance Use Disorder (FUI)

Who it applies to	Members 13 years of age and older after acute inpatient hospitalization, residential treatment, or withdrawal management for substance use disorder	
Telehealth opportunity	Follow-up may be supported by telehealth, telephone visit, e-visit, or virtual check-in when completed within the required seven- or 30-day timeframe and documented with a substance use disorder diagnosis. Do not count visits on the same day as the denominator episode.	
Documentation reminder	Document the substance use disorder diagnosis, follow-up date, timeframe met, service type, and applicable coding.	
Telehealth place of service	02: Telehealth Provided Other than in Patient's Home 10: Telehealth Provided in Patient's Home	
Telehealth visits	CPT Codes: 90791, 90792, 90832, 90833, 90834, 90836, 90837, 90838, 90839, 90840, 90845, 90847, 90849, 90853, 90875, 90876, 99221, 99222, 99223, 99231, 99232, 99233, 99238, 99239, 99252, 99253, 99254, 99255	
Telephone visits	CPT Codes: 98008, 98009, 98010, 98011, 98012, 98013, 98014, 98015, 98966, 98967, 98968, 98979, 98980, 98981, 99441, 99442, 99443, 99457, 99458, 99470	HCPCS Code: G0544
		SNOMED CT Codes: 185317003, 314849005, 386472008, 386473003, 401267002
E-Visits/virtual check-ins or online assessments	CPT Codes: 98016, 98970, 98971, 98972, 99421, 99422, 99423	
	HCPCS Codes: G0071, G2010, G2012, G2250, G2251, G2252	

Initiation and Engagement of Alcohol and Other Drug Abuse or Dependence Treatment (IET)

Who it applies to	Members 13 years of age and older with a new episode of alcohol or other drug abuse or dependence	
Telehealth opportunity	Initiation requires treatment within 14 days of the episode date. Engagement requires at least two additional qualifying services after initiation and through 34 days after the initiation event. Telehealth, telephone, e-visits, and virtual check-ins may support these rates when the encounter includes an applicable alcohol, opioid, or other drug abuse/dependence diagnosis.	
Documentation reminder	Document the diagnosis, episode date, initiation date, engagement service dates, visit type, and code set used.	
Telehealth place of service	02: Telehealth Provided Other than in Patient's Home 10: Telehealth Provided in Patient's Home	
Telehealth visits	CPT Codes: 90791, 90792, 90832, 90833, 90834, 90836, 90837, 90838, 90839, 90840, 90845, 90847, 90849, 90853, 90875, 90876, 99221, 99222, 99223, 99231, 99232, 99233, 99238, 99239, 99252, 99253, 99254, 99255	
Telephone Visits	CPT Codes: 98008, 98009, 98010, 98011, 98012, 98013, 98014, 98015, 98966, 98967, 98968, 98979, 98980, 98981, 99441, 99442, 99443, 99457, 99458, 99470	HCPCS Code: G0544
		SNOMED CT Codes: 185317003, 314849005, 386472008, 386473003, 401267002
E-Visits/virtual check-ins or online assessments	CPT Codes: 98016, 98970, 98971, 98972, 99421, 99422, 99423	
	HCPCS Codes: G0071, G2010, G2012, G2250, G2251, G2252	

Transitions of Care (TRC)

Who it applies to	Members 18 years of age and older after inpatient discharge. Four rates are reported, but only Patient Engagement After Inpatient Discharge and Medication Reconciliation Post-Discharge are supported through telehealth in this guide.	
Telehealth opportunity	Patient engagement may be completed within 30 days after discharge. Medication reconciliation may be completed on the date of discharge through 30 days after discharge. Accepted formats include telephone visit, synchronous audio/video telehealth, e-visit, or virtual check-in. If the member cannot communicate directly with the provider, caregiver-to-provider interaction may meet criteria.	
Documentation reminder	The outpatient medical record should show patient engagement within 30 days after discharge and medication reconciliation with the date performed.	
Telehealth place of service	02: Telehealth Provided Other than in Patient's Home 10: Telehealth Provided in Patient's Home	
Telehealth visits	CPT Codes: 90791, 90792, 90832, 90833, 90834, 90836, 90837, 90838, 90839, 90840, 90845, 90847, 90849, 90853, 90875, 90876, 99221, 99222, 99223, 99231, 99232, 99233, 99238, 99239, 99252, 99253, 99254, 99255	
Telephone visits	CPT Codes: 98008, 98009, 98010, 98011, 98012, 98013, 98014, 98015, 98966, 98967, 98968, 98979, 98980, 98981, 99441, 99442, 99443, 99457, 99458, 99470	HCPCS Code: G0544
		SNOMED CT Codes: 185317003, 314849005, 386472008, 386473003, 401267002

Transitions of Care (TRC), continued

E-visits/virtual check-ins or online assessments	CPT Codes: 98016, 98970, 98971, 98972, 99421, 99422, 99423	
	HCPCS Codes: G0071, G2010, G2012, G2250, G2251, G2252	
Outpatient and telehealth	CPT Codes: 98000, 98001, 98002, 98003, 98004, 98005, 98006, 98007, 98008, 98009, 98010, 98011, 98012, 98013, 98014, 98015, 98016, 98966, 98967, 98968, 98970, 98971, 98972, 98979, 98980, 98981, 99202, 99203, 99204, 99205, 99211, 99212, 99213, 99214, 99215, 99242, 99243, 99244, 99245, 99341, 99342, 99344, 99345, 99347, 99348, 99349, 99350, 99381, 99382, 99383, 99384, 99385, 99386, 99387, 99391, 99392, 99393, 99394, 99395, 99396, 99397, 99401, 99402, 99403, 99404, 99411, 99412, 99421, 99422, 99423, 99429, 99441, 99442, 99443, 99455, 99456, 99457, 99458, 99470, 99483	
	SNOMED CT Codes: 185317003, 185463005, 185464004, 185465003, 209099002, 281036007, 314849005, 3391000175108, 386472008, 386473003, 401267002, 439740005, 444971000124105, 456201000124103, 503570006, 77406008, 84251009, 86013001, 866149003, 90526000	HCPCS Code: G0071, G0402, G0438, G0439, G0463, G0544, G2010, G2012, G2250, G2251, G2252, T1015
		UBREV Codes: 0510, 0511, 0513, 0514, 0515, 0516, 0517, 0519, 0520, 0521, 0522, 0523, 0526, 0527, 0528, 0529, 0982, 0983

Documentation Checklist

Before submitting or closing a care gap, confirm that your documentation includes:

- Date of service and encounter completion date
- Telehealth service type: telehealth, telephone visit, e-visit, or virtual check-in
- Required diagnosis for the measure, when applicable
- Evidence that the service occurred within the required measure timeframe
- Provider type, applicable value set, and required billing/documentation elements
- Measure-specific requirements from HEDIS MY 2026 technical specifications

Key Takeaways

- Telehealth can help close HEDIS gaps only when the measure allows telehealth services.
- Telephone-only visits may count for certain follow-up measures.
- E-visits and virtual check-ins may count for several follow-up measures.
- Documentation must support the required diagnosis, service type, timeframe, provider type, and coding.
- Not all HEDIS measures allow telehealth. Always verify the applicable HEDIS specifications before operationalizing workflows.

Remember: Using telehealth appropriately can improve access to care and support timely HEDIS gap closure. The key is ensuring the service is allowed by the measure, completed within the required timeframe, and fully documented with the appropriate diagnosis, visit type, and coding.

Source: HEDIS MY 2026 Volume 2 Technical Update (March 31, 2026)

The information listed here is not all-inclusive and should be used as a reference only. Please refer to current ICD-10/CPT®/HCPCS coding and documentation guidelines found at [cms.gov](https://www.cms.gov). HEDIS® measures can be found at [ncqa.org](https://www.ncqa.org).