



Intelicode® 16.5.0.1 is available now.

**Issues Resolved:**

Added new COVID-19 testing and diagnosis codes.

Added a telehealth question, available to all services on CMS's list of allowed telehealth services.

Added the option to temporarily use the 2021 E/M guidelines for 99201-99215 via telehealth during the COVID-19 emergency.

Added service types for G2010 and G2012.

Added requirements for telephone services 99441-99443 and technology-based services G2010 and G2012

Visit [intelicode.com/update](https://intelicode.com/update) to download the latest installer.

Visit [intelicode.com/changelog](https://intelicode.com/changelog) to view the change logs and also to update to the newest version.

Please remember to always back up your data before any update.

If you are updating from Version 16, an activation is not required after the installation. If you are updating from Version 15, you will need to contact us for an activation. Email us or call 800.786.4231.

**[Email us at CustomerService@Intelicode.com](mailto:CustomerService@Intelicode.com)**

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Don't forget to check out the new [Intelicode website](#)! Purchase licenses online through the User Dashboard. Get updates, review documentation, and more!



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Download the latest version of Intellicode to access the latest features, security patches and bug fixes. Information about new updates can be located in our changelog.

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**Contact Us**

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## Recently Asked Questions (Q & A)

Q: How do I submit a support ticket online?

A: Go to our website at:

<https://intelicode.com/login>

Create an account (or log in if you have an account already) and click the "Request Support" link in your User Dashboard. Select the department you wish to contact and enter a message. You will get a response as soon as someone is available. As always if you need assistance contact us at 800-786-4231 during business hours and we will be happy to assist.

Thank you,

The Intelicode® Customer Service team.

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