

Outpatient Telehealth Visit Tip Sheet

Recent Updates 8/5/2020

- The telehealth smartphrases (.covid19video, .covid19phone) are no longer required for outpatient telehealth visits. We encourage physicians and care providers to indicate in notes when visits are conducted via telehealth.

COVID-19 Telehealth Workflow Overview

1. Review schedule for potential telehealth visits
 - Determine if Video Visit or Telephone-only Visit needed
 - Notify clinic staff of patients to contact to transition to telehealth visit types
2. Contact patient
 - Determine the preferred contact tool for contacting the patient
 - a. **Telephone-only visit** – leverage Doximity to mask phone number
 - b. **Video Visit**
 - Doximity (recommended) – secure, does not share phone number
 - Microsoft Teams - secure, does not share phone number
 - Phone call, FaceTime, WhatsApp – will share phone number
3. Document visit as usual. Indicate type of telehealth visit (video or telephone) and for telephone-only visits, document time.

The screenshot shows a 'New Reading' form with a section titled 'Telehealth Type and Time Documentation'. Below this title, there is a prompt: 'Please enter if this was a Telephone or Video visit:'. There are two radio button options: 'Telephone' (which is selected) and 'Video'. Below the radio buttons is a 'Time Duration (min)' field with a numeric input box and a dropdown arrow. At the bottom right of the form are two buttons: 'Accept' (with a green checkmark icon) and 'Cancel' (with a red X icon).

4. When closing the visit, enter E&M code and visit CPT code based on patient interaction, plus the **GT INTERACTIVE TELECOMMUNICATION MODIFIER** to be billed appropriately.

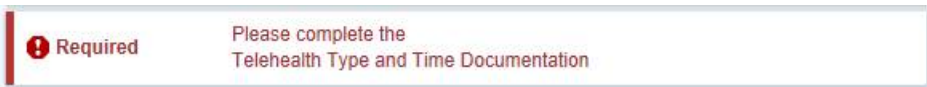
COVID-19 Telehealth Detailed Workflow

1. Follow practice process for reviewing schedules for which visits should be telehealth or in-person. Starting in early May telehealth visits can be indicated by telehealth visit types.

| Telehealth Visit Types |
|-------------------------|
| Telehealth Phone New |
| Telehealth Phone Return |
| Telehealth Video New |
| Telehealth Video Return |

2. Initiate video or telephone-only visit with the patient at the specified time of visit.
 - a. **Telephone-only visit** – there are two ways to mask your phone number when calling a patient:
 - Physicians and their care teams can use the free Doximity app. (doximity.com/app)
 - Dial *67 before the patient’s phone number to mask the number. The number will display to the patient as “Unavailable” or “Unknown”
 - b. **Video Visit**
 - Doximity (recommended) – secure, does not share phone number
 - Microsoft Teams - secure, does not share phone number
 - Phone call, FaceTime, Whats App – will share phone number
3. Document the encounter on the originally scheduled in-office encounter. Visit documentation must include,
 - a. History, exam (including any limitations due to telehealth), impression and plan
 - b. We encourage physicians and care providers to indicate in notes when visits are conducted via telehealth.
 - c. In the Telehealth Type and Time Documentation section, indicate type of telehealth visit (video or telephone)
 - d. For **telephone-only visits**, total time spent in medical discussion with the patient as well as the pre- & post-service time dedicated to completing the visit must be documented.

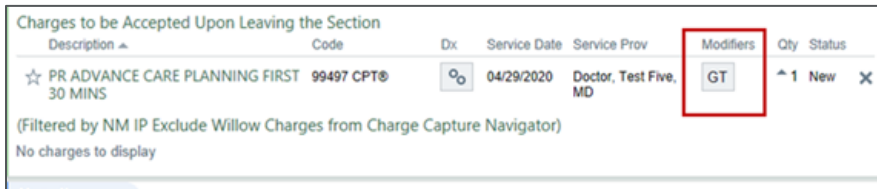
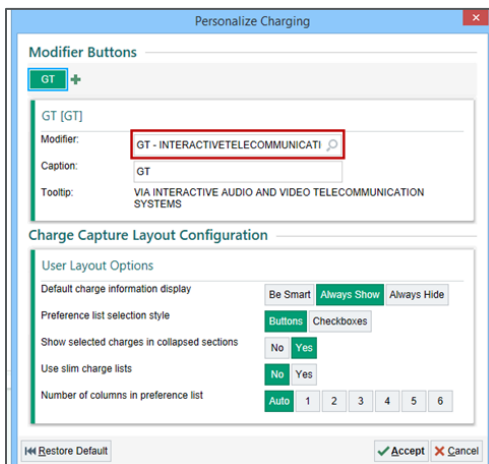
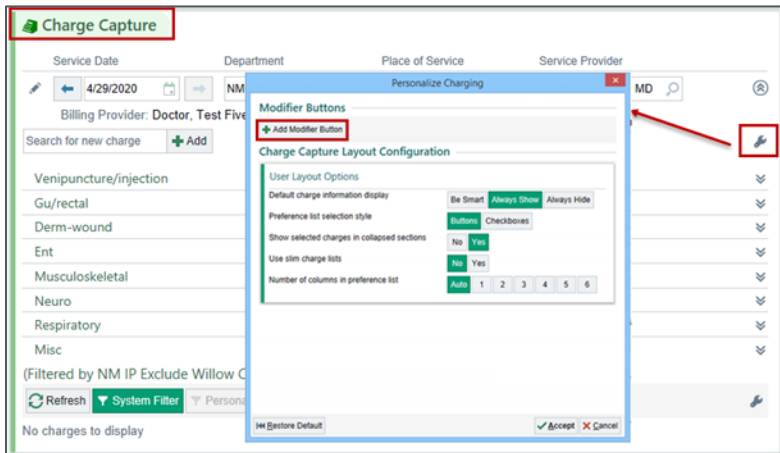
If these fields are not completed, Epic will trigger a reminder when closing the encounter



4. Bill for the visit. See *COVID-19 Telehealth Coding and Billing* tip sheet for more details
 - a. Two methods for billing telehealth encounters:
 - i. Standard In-Office Billing: based on the level of care you provided using the in-office E&M code and any CPT codes, and adding the GT modifier.
 - ii. Telephone Encounter Time-Based Billing: based on time spent with patient like a traditional telephone encounter.
 - b. **The encounter must include the GT modifier to be billed appropriately.**
 In the **Level of Service** or **Charge Capture** field, select the appropriate code. Once a code is selected, you will be able to add the GT modifier.

Level of Service

- The first time you use the GT modifier, you need to add it as a button to Charge Capture.



- c. Before closing the encounter, ensure that the After Visit Summary (AVS) includes all appropriate instructions for the patient and you let the patient know they can review their AVS through MyChart. Proceed to close the encounter per usual protocol.

COVID-19 Telehealth Video Visits

A simple telephone call or video visit can be performed based on patient's insurance. We can offer video conferencing via multiple methods at this time:

1. Doximity Video
2. Microsoft Teams
3. WhatsApp, FaceTime, Doxy.me

Doximity Video

NM recommends using Doximity Video as an interim solution for telehealth video visits until our long-term AmWell solution is available. The Doximity App is accessed from personal devices allowing physicians to initiate video visits with patients joining via a text message link. See [Doximity Site](#) for more info.

Microsoft Teams

Microsoft Teams is a secure solution that does not share the personal phone numbers.

1. Ask the patient to download the Microsoft Teams app from their cell phone's app store. (See *Sending and Joining an NM Telehealth Teams Meeting Request with a Patient – Windows Computer* tip sheets.)
2. Request the patient's personal email address.
3. While the patient is downloading Teams, follow the instructions outlined in *Sending and Joining an NM Telehealth Teams Meeting* tip sheet to create an Outlook calendar event.
4. Once the patient had downloaded Teams and the Outlook event has been created, follow the instructions on the *Sending and Joining an NM Telehealth Teams Meeting* tip sheet to start the video.

FaceTime, WhatsApp, Doxy.me

These options may result in the patient obtaining personal phone numbers. Consider blocking the patient's phone number after the encounter.

See [Telehealth FAQs](#) for answers to frequently asked questions.