

Telehealth for Independent Physicians:

Telehealth Billing, Coding & Lessons Learned

June 17, 2020



TeamPraxis



HAWAII
Independent Physicians
ASSOCIATION

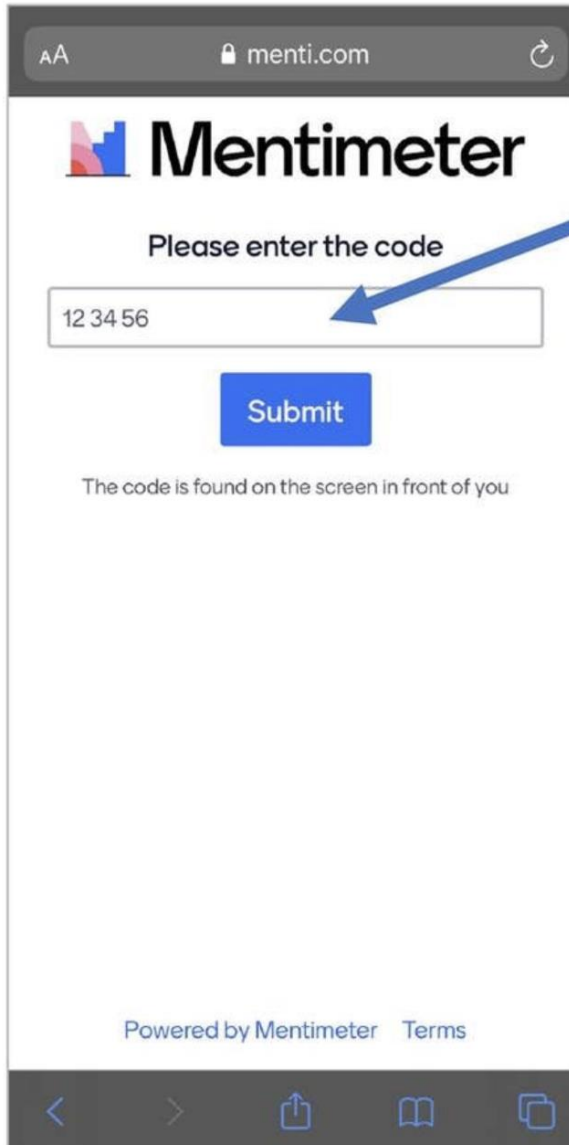
Plan for today's Session...

- FAQs regarding Cost Sharing
- Review Telehealth Coding
- Interactive Discussion
 - Peer-to-Peer Sharing of Information
 - Considerations for Re-Opening

Introduction to Menti.com for Interactive Discussion

- Smart Phone: www.menti.com Code: 768465
- On-Computer: <https://www.menti.com/ub4h17943p>

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Additional Resources

Lt. Governor and HAH COVID-19 Updates

- Tuesdays, 7:30AM – 8:00AM
- <https://global.gotomeeting.com/join/138978229>

US Senate Committee Hearing: 'Lessons on the COVID-19 Pandemic'

- Jun 17, 2020, 4:00 AM to 9:00 AM
- Recording: <https://www.help.senate.gov/hearings/telehealth-lessons-from-the-covid-19-pandemic>

NCTRC Webinar: Making Video Visits Personal: Implementing and Scaling with Your Own Providers

- Jun 18, 2020, 8:00AM
- Register Here: https://us02web.zoom.us/webinar/register/WN_dJ3PvhnITl2ymNsppa2Z8A

Recent FAQs Re: Cost Sharing

Cost Sharing

Cost share policies have been updated since the beginning of COVID-19. Many payers waived copays entirely, and others only waived copays for visits related to COVID diagnosis/testing.

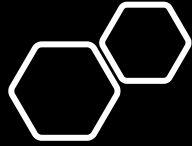


Payer	Plan	Cost Sharing Policy
HMSA	Commerical/Quest/Medicare Advantage	Cost share waiver ending <u>6/30/2020</u> * *subject to change
HMSA	Medicaid/Quest	Cost share waiver ending <u>6/30/2020</u> * *subject to change
United Health Care	Commerical	Telehealth service coverage and related cost-share waivers extended through <u>7/24/2020</u> for COVID-related visits. For non-COVID related services, cost share waivers end <u>6/18/2020</u>
United Health Care	Medicare Advantage	Cost share is waived for MA members for primary and specialty care office visits (including telehealth) through <u>9/30/2020</u>
CMS	Medicare	Providers are able to waive or reduce cost share for patients under the 1135 waiver until the state of healthcare emergency is declared over .
UHA	All	Coinsurance requirements are waived when mandated for diagnosis included under the Families First Coronavirus Response Act, non-COVID related visits still require copay.
HMA	All	No copays have been waived during this time; same as face to face visit coverage
HMAA	All	Cost share is waived related to testing and treatment only. Members encouraged to use HMAA's online provider portal for access to their phvsician.

Overview

Humana	All	maximum amount payable under the member's plan for a covered telehealth or other virtual service outlined in this policy rendered by an in-network provider. This includes any member cost-sharing that would have otherwise applied. No end date published.
Tricare	All	No copays have been waived during this time; same as face to face visit coverage. Depending on the plan the member has, an authorization or referral may be needed to use telemedicine services.
AlohaCare	All	No copays have been waived during this time; same as face to face visit coverage
PSWA	All	Patient pays 10% of eligible charge
AARP	All	Member cost sharing for treatment-related medical expenses of COVID-19 will be waived, regardless of provider network participation. No prior authorization is needed. End date not yet published. For non-COVID related visits, cost share still applies.
Ohana	All	Any claim with a date of service beginning 3/17/2020 through 6/30/2020 billed with a place of service of 02 will have \$0 member liability. This applies to both PAR and non-PAR
Cigna	All	Cost share is waived for visits related to COVID only through at least 7/31/2020 . All other cost share policies apply for regular telemedicine visits or face to face visits

Overview Continued



Updated Resources

HIPA created a payer list with current payer policies for cost share and technology guidelines (for non-secure platforms):

<https://docs.google.com/spreadsheets/d/197YXHMwsykpM77r1D4y9hTF56JgPkvsV1j85tIngxk/edit?usp=sharing>

Team Praxis has their matrix with cost sharing data also embedded in it:

<https://www.teampraxis.com/insurance-payer-matrix-for-telehealth/>

Review Definitions

Definitions

Telehealth Visit

- Interactive/real time audio & video encounter that is meant to replace an in-person visit.

Communication Technology Based

- **Virtual Check-In:** a brief, 5-10 min communication with patient, not related to visit 7 days before or 24 hours after. (audio only acceptable for some)
- **e-Visits:** communicate via online patient portal (online E/M)
- **eConsults:** provider-to-provider, interprofessional consultation. May be audio only, video, or asynchronous.
- **Telephone E/M:** evaluation, assessment, and management not related to an E/M service previous 7 days or 24 hours after.

Types of Visits



Virtual Check-Ins

Brief communication (real-time), over telephone to determine whether a visit or other services are needed. May include exchange of information via video or image.

Codes: G2010, G2012



Telehealth Appointments

Interactive audio & video telecommunication systems that provide real-time communication. During PHE: audio-only telehealth appts.

Codes: 99201-5; 99211-5; G0438, G0439

Phone only: 99441-3



E-Visits

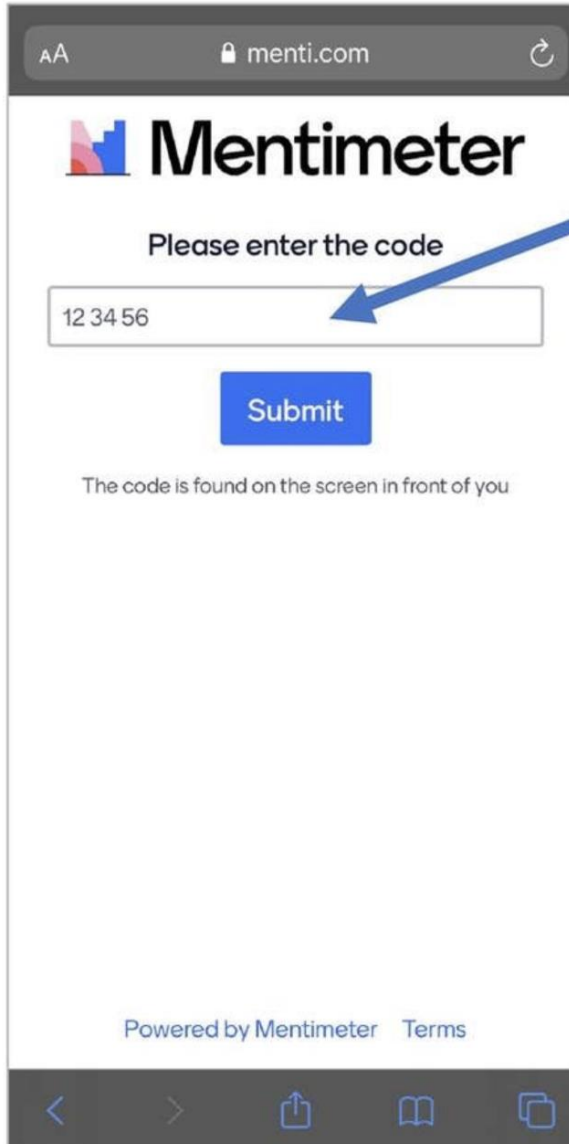
Communication between a patient and provider through an online patient portal

Codes: 99421-99423 (time based)

Interactive Discussion

- Peer-to-Peer Sharing of Information
- Considerations for Re-Opening

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(Menti Questions 0A-0C)

- 0A: Favorite Local Food?
- 0B: What Telehealth Platform do you use?
- 0C: Language Translation Needs

Reflection on the Last 3 Months of
Telehealth during this PHE...

Menti Questions 1-2

- 1) Think about the last 3 months of PHE. What's working well?
- 2) Challenges in Providing telehealth in PHE?

Considerations for Re-Opening & Beyond PHE...

Menti Questions 3-5

- 3) Do you plan to continue telehealth services beyond PHE?
- 4) Changes you implemented and intend to keep for long-term and/or for re-opening
- 5) Considerations for re-opening, what have you started to look at?

Future Webinar Topics (menti)

Additional Resources

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Video Recording and Presentations can be found at www.PBTRC.org (EVENTS- INDPENDENT PHYSICIANS)

The screenshot shows the website for the Pacific Basin Telehealth Resource Center (PBTRC) at the University of Hawai'i Mānoa. The page is titled "Telehealth for Independent Physicians" and features a navigation menu with links for Home, Who We Are, Telehealth News, Resources, Events, FAQs, and Contact Us. A search bar is also present. The main content area is divided into two columns. The left column is titled "Telehealth for Independent Physicians" and lists an event on May 13, 2020, by speaker COL. Jennifer Mbuthia, MD. Below the text is a video player showing a presentation slide and a "Download presentation" link. The right column is titled "Upcoming Events" and lists five events from May 22 to July 3, all at 10:00am, except for one on May 27 at 12:00pm. Below this is a "Recent Posts" section with five links: "A Quick Start Guide to Telehealth During COVID-19", "What to Expect From a Telehealth Visit", "Telehealth Best Practices", "NCTRC COVID-19 Telehealth Toolkit", and "Telehealth Resources for COVID-19". The University of Hawai'i Mānoa logo is at the bottom right.

PACIFIC BASIN TELEHEALTH RESOURCE CENTER
THE UNIVERSITY OF HAWAII AT MĀNOA

PBTRC Help Line
808-956-2514

(808) 956-2514

PBTRC | Home Who We Are Telehealth News Resources Events FAQs Contact Us Search

Telehealth for Independent Physicians

Telehealth for Independent Physicians

May 13, 2020
Speaker: COL. Jennifer Mbuthia, MD

Discussion topics include staffing, technology, space, workflow considerations, and introduction to tools and resources to help quickly transition to telehealth services, followed by a live question and answer session.

Download presentation

Upcoming Events

22 MAY	Telehealth 101 & Office Hours 10:00am
27 MAY	Telehealth for Independent Physicians 12:00pm
05 JUN	Telehealth 101 & Office Hours 10:00am
19 JUN	Telehealth 101 & Office Hours 10:00am
03 JUL	Telehealth 101 & Office Hours 10:00am

Recent Posts

- A Quick Start Guide to Telehealth During COVID-19
- What to Expect From a Telehealth Visit
- Telehealth Best Practices
- NCTRC COVID-19 Telehealth Toolkit
- Telehealth Resources for COVID-19

UNIVERSITY of HAWAII MĀNOA

<http://www.pbtrc.org/events/telehealth-for-independent-physicians/>

Telehealth Resources

www.PBTRC.org

The image shows a screenshot of the Pacific Basin Telehealth Resource Center website. At the top left is the logo for the Pacific Basin Telehealth Resource Center, which includes the text "PACIFIC BASIN TELEHEALTH RESOURCE CENTER" and "THE UNIVERSITY OF HAWAII AT MANOA". To the right of the logo is the "PBTRC Help Line" logo with the phone number "808-956-2514". Further right are social media icons for Facebook and Twitter, and a phone icon with the number "(808) 956-25". Below the header is a navigation menu with links for "PBTRC | Home", "Who We Are", "Telehealth News", "Resources", "Events", "FAQs", and "Contact Us", along with a search bar. The main content area features a large illustration of a woman with dark hair and a red top, looking at a tablet displaying a red heart. To the right of the illustration, the text reads "Telehealth Resources for Patients and Families" with a red button that says "Click here to see patient resources". Below the illustration, there are two blue buttons: "Click here for patient and family resources" and "Click here for COVID-19 provider resources". To the right of the main content area is a video player with the title "What to Expect From a Telehealth Visit". The video player has a play button in the center and "Watch later" and "Share" options in the top right corner. The video player also features the Hawaii State Department of Health logo in the bottom left corner.

Pacific Telehealth News

Upcoming Events

Recommended Video for Patients & Families, Check-Lists, List of Providers