



*Telemedicine*  
*Best Practices and Idea Sharing*  
*April 24, 2020*

**MAHEC Health Innovation Partners Team/Practice Support**

**Tammy Garrity, BS, PCMH CCE**

**Terri Roberts, MS, PCMH CCE**

**Julie Shelton, MPH, CPHQ, CCEP**

**Michael Melrose, MA**

**Mark Holmstrom, MSHA, FACHE, CMPE**

# Session Plan

- Case Studies – Nicole Ogg, MD and Anne-Marie Dany; Dry Ridge Family Medicine
- Open Discussion - Telemedicine Use Examples
  - Best practices, ideas, barriers, issues

# Clarification – Medicare FFS Billing

1. AWW – These have been on the approved Telehealth list for a while and have to be Telehealth (Audio and Visual)
2. Billing for regular E&M visits have to be Telehealth (Audio and Visual)
3. Telephone visits (Audio only) are billed using the Tele E/M codes 99441-99443. These are time based: 99441 (5-10 min.), 99442 (11-20 min.), 99443 (21-30 min). Physician and APP
4. Behavioral Health (designated BH providers) telephone only visits also use the Tele E/M codes for BH: 98966 (5-10 min.), 98967 (11-20-min.), 98968 (21-30 min.)

# CASE STUDIES

Nicole Ogg, M.D. & Anne-Marie Dany  
Dry Ridge Family Medicine

# OPEN DISCUSSION

## Telemedicine Use Examples


- Best Practices
- Ideas
- Barriers
- Issues

# ECHO Series

- Monday, April 27: Telemedicine Experiences at Carolina Internal Medicine Associates, David Clements, M.D., Open Discussion and Q&A
- Friday, May 1: Telemedicine Experiences, Open Discussion and Q&A

# MAHEC COVID-19 Regional Response Guidance

<https://mahec.libguides.com/covid19>



Mountain AHEC / LibGuides / MAHEC COVID-19 Regional Response Guidance / Home

## MAHEC COVID-19 Regional Response Guidance

### Home

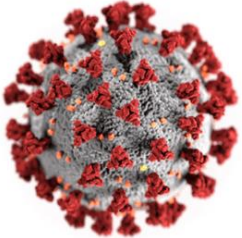
- Welcome
- COVID-19 Topic Guides
- NC AHEC Tip Sheets

### Regional Support

**I'm a provider: I need help**

- Helping WNC Providers Respond to COVID-19  
Our Regional Response Team at UNC Health Sciences at MAHEC wants to ensure that all healthcare providers and practices in WNC are as prepared as

### Welcome



#### MAHEC Practice Support guide for COVID-19

Here you'll find NC AHEC tip sheets and links to other guides on COVID-19 topics, including PPE, telehealth, testing & patient care, financial health, and clinical specialties.

Created by MAHEC librarians with collaboration from MAHEC Practice Support and Regional Response Team

### COVID-19 Topic Guides

- COVID-19 Coding & Billing
- COVID-19 Financial Assistance

# Overview and Definitions

**Telemedicine/Virtual Visits:** refers to the exchange of medical information from one site to another through electronic communication to improve a patient's health. **Not physically in the same room**

**Telehealth:** A visit with a provider that uses telecommunication systems between a provider and a patient. The provider must use an interactive audio and video telecommunications system that permits real-time communication between the distant site and the patient at home. **Audio and Video**

**Virtual Check-in:** A brief (5-10 minutes) check in with practitioner and patient via telephone or other telecommunications device to decide whether an office visit or other service is needed. A remote evaluation of recorded video and/or images submitted by an established patient. **Live video not required**

**E-Visit:** A communication between a patient and their provider through an online patient portal.



# Overview and Definitions

**Telephonic:** A visit between a provider and the patient conducted via telephone. **Audio**

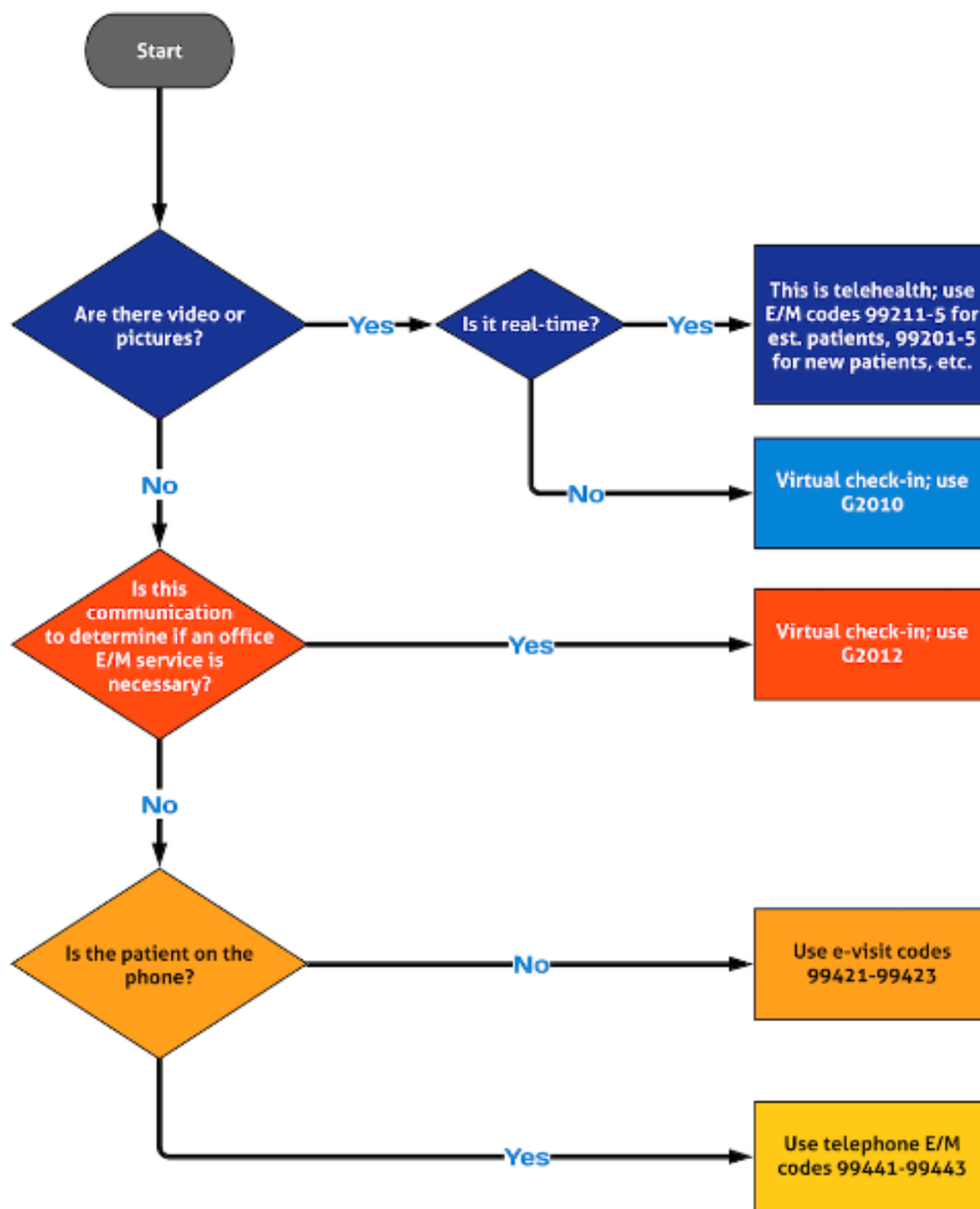
**Distant Site:** The location of the eligible healthcare provider

**Originating Site:** The location of the patient

**Parity** – Paying the same as an in-person visit

# Billing Definitions for Telemedicine

- Place of Service – Two code descriptor of the actual Place a service is provided to a patient: 11 for Office Telehealth Non Facility PFS or 02 for lower Facility PFS Telehealth. They are structured from 1-99. New CMS guidelines March 31, 2020 for parity. Always verify specific payer requirements
- Address Box 32 of the CMS 1500 – (revised 4/14/20) Submit the address where the clinician normally practices. Therefore, if the normal location is the office, put the office address in Box 32 of the CMS 1500.
- Modifier - Modifiers are simple **two-character designators** that signal a change in how the code for the procedure or service should be applied for the claim. Used correctly, modifiers add accuracy and detail to the record of the encounter. For Examples: GT (via interactive audio and video telecommunications systems), CR (Catastrophe/disaster related), 95 (Synchronous Telemedicine Service Rendered via Real-Time Interactive Audio and Video Telecommunications System)



Note: CPT codes for telephone services (99441-99443) are not currently covered by Medicare but may be covered by some private plans. You can find a list of Medicare covered services here: <https://www.cms.gov/Medicare/Medicare-General-Information/telehealth/telehealth-codes>. For more information, CMS has put together a toolkit for primary care practices: <https://www.cms.gov/files/document/general-telemedicine-toolkit.pdf>

Developed by James Dom Dera, MD, FAAFP. Source: A virtual visit algorithm: how to differentiate and code telehealth visits, e-visits, and virtual check-ins. . FPM In Practice blog [https://www.aafp.org/journals/fpm/blogs/inpractice/entry/telehealth\\_algorithm.html](https://www.aafp.org/journals/fpm/blogs/inpractice/entry/telehealth_algorithm.html)

# Telemedicine Documentation Expectations

- Document how you typically would, same chart note, etc. and ADD the following:
  - Statement that the service was provided using telemedicine
  - Statement that consent was obtained from the patient
  - The location of the PATIENT (enough detail to satisfy a Medicare audit, i.e., covered rural site)
  - The location of the PROVIDER
  - Start and stop time
  - Additional people who participated in the visit at either site

# MAHEC PRACTICE SUPPORT

For any questions and assistance, we are here as your regional AHEC support team:  
Tammy Garrity, Terri Roberts, Julie Shelton, Michael Melrose, Mark Holmstrom.

Please call or email:

[practice.support@mahec.net](mailto:practice.support@mahec.net)

828-407-2199

Request for Assistance:

<https://app.smartsheet.com/b/form/3f83dc7cf081482aa5730243f7288079>

Subscribe to the MAHEC Practice Support Newsletter: <http://eepurl.com/gnKQfP>

**What matters to you, matters to us!**