



MAHEC

**MOUNTAIN AREA HEALTH
EDUCATION CENTER**

Telemedicine Platforms

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**MAHEC resources and recordings of these sessions can be found at:
<https://mahec.net/helping-wnc-providers-respond-to-covid-19>**

Overview

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- Telehealth applications
- Choosing a Platform
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- Vendors/Software Examples
- Telemedicine , COVID-19, & HIPAA
- Panel Questions
 - Decision Process
 - Implementation Experience

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

- Place of Service – Two code descriptor of the actual Place a service is provided to a patient such as 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.
- Address Box 32 of the CMS 1500 – Under COVID19 use the personal home address of the provider if service provided at home. CMS has notified that future “Audits” will not be reviewing this item.
- 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)

Telehealth Applications

Live (synchronous) Videoconferencing: Two-way audiovisual link between a patient and a care provider

Store-and-forward (asynchronous) Videoconferencing: transmission of a recorded health history to a health practitioner, usually a specialist.

Remote Patient Monitoring (RPM): the use of connected electronic tools to record personal health and medical data in one location by a provider in another location, usually at a different time.

Mobile health (mHealth): health care and public health information provided through mobile devices. The information may include general education information, targeted texts, and notifications about disease outbreaks. (HealthIT, 2017).

Choosing a Platform

Perform a needs assessment: Look at who will be using and delivering care, how will you document, how your patients will be scheduled, who is available to help with tech glitches, how you will market the new service.

Review Federal, state, and local laws and policies

Develop protocols to fit the service: Plan service delivery, workflows, troubleshooting, etc.

Plan for Reimbursement

Research your options: the platform may look pretty but does it fit YOUR needs.

Decision Matrix



Vendor Examples

MEND
Doxy.me
UPDOX
Vidyo
Chiron
eVisit
Vsee
Chiron

AMC Health
Simple Visit
Spruce Health
Right Metrics
Adaptive Telehealth
Ring.md
Blue Stream Health

Vendor Examples Continued...

The Following are offering a free version during COVID-19.

<https://info.vidyo.com/vidyo-license.html>

Vidyo is doing its part to support organizations around the world adapt to the Covid-19 coronavirus outbreak.

For a limited time, receive at no cost a temporary license to our cloud-based Vidyo solution.

<https://www.bluestreamhealth.com/covid-19-general-guidance/>

Bluestream is providing a free, HIPAA-compliant virtual care solution to help care providers work with patients that are impacted by the **COVID-19** outbreak.

This free, streamlined solution is intended to help healthcare providers deal with patients remotely utilizing a simple workflow with no setup or downloads for either the provider or patient.

Vendor Examples Continued...

<https://www.ring.md/>

Due to the recent COVID-19 pandemic, RingMD is offering a white-labeled version of its telemedicine platform at cost to doctors, healthcare groups and other organizations negatively affected by the outbreak. Please contact join@ring.md to learn more now.

<https://www.adaptivetelehealth.com/index.php/provider>

\$69 a month “COVID offer”

<https://rightmetrics.com/>

Rightmetrics has decided to provide free access to its Vivovitals™ telehealth platform during this crisis. Its Vivovitals™ platform helps increase availability of hospital beds and other resources by enabling health care providers to monitor and manage patients remotely.

Vendor Cost Examples & Options Continued...

NCMS Launches Telehealth Platform – At No Charge to You



In response to the COVID-19 pandemic and in an effort to ease the burden on North Carolina's physicians and patients, the NCMS today is launching a telemedicine platform available to all health care providers in North Carolina at no charge, until the COVID-19 pandemic abates. This custom platform, called Presence, was produced in a collaboration between the NCMS Foundation's [Project OBOT NC](#) and [The Recovery Platform](#).

The Presence platform provides a central portal where patients can schedule a telemedicine visit with their provider. In fact, patients can look up their provider by practice or provider name and are given a calendar with times the physician has reserved for telemedicine or phone based appointments. Physicians will receive a notification of scheduled visits and access the Presence dashboard to initiate and manage these patient interactions.

To setup your account you simply need to:

- [Go to the onboarding page here.](#)
- Activate your account to setup your Telemedicine Availability Schedule
- Login to the dashboard to see upcoming scheduled visits
- Initiate the patient visit
- Digitally order labs on the platform with our integrated partners
- Charting and billing are performed in your own EHR

After you receive confirmation your account is set-up you will be provided with instructions to:

- Sign the BAA
- Download Zoom (<https://zoom.us/download>)
- Email patient roster (suggested language below)

[Learn more about Presence and how you can access this valuable NCMS Foundation resource.](#)

Telemedicine, COVID-19, & HIPAA

Covered health care providers will not be subject to penalties for violations of the HIPAA Privacy, Security, and Breach Notification Rules that occur in the good faith provision of telehealth during the COVID-19 nationwide public health emergency. This Notification does not affect the application of the HIPAA Rules to other areas of health care outside of telehealth during the emergency.

Under this Notice, covered health care providers may use popular applications that allow for video chats, including Apple FaceTime, Facebook Messenger video chat, Google Hangouts video, Zoom, or Skype, to provide telehealth without risk that Office for Civil Rights (OCR) might seek to impose a penalty for noncompliance with the HIPAA Rules related to the good faith provision of telehealth during the COVID-19 nationwide public health emergency. Providers are encouraged to notify patients that these third-party applications potentially introduce privacy risks, and providers should enable all available encryption and privacy modes when using such applications.

Panel Questions

Decision Process:

What type of process did you use to select your Telemedicine platform?

How difficult was the decision?

Does the platform work as you believed it would?

Is it meeting your needs?

Is the platform operating as advertised?

Audience Participation: What decision process have you used?

Panel Questions

Implementation Experience:

In using the platform, please tell us about the:

Successes

Frustrations

Lessons learned

Audience Participation:

If you have adopted a telemedicine platform, please tell us about your experience.

ECHO Series

- Monday, April 6: Telemedicine Platform Options
- Wednesday, April 8: Telemedicine Billing/Coding-Operational Deep Dive
- Friday, April 10: TBD – Please provide input

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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

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!