Telehealth

Now's the time . . .

Why Telehealth?

- Patient satisfaction and expectation for service availability

- Health Care Industry Trend - Direct to consumer marketing - Retain urgent care practice business

- Specialist service area expansion

- Serve a community and patient need in the event of community quarantine (eg., Coronavirus)

Advantages

- Patient convenience

- Improves patient compliance for being seen

- Better continuity of care

- Allows visualization of patient as opposed to telephone visits

- Provide community need during epidemics

  *Reduce community/office staff/patient exposure

- Save office staffing resources

- Generate revenue for otherwise uncompensated care

- Physicians can work remotely

Disadvantages

- Dependent upon technology

  - *Call or text chat with patient if tech fails and can convert to telephone as audio source for visit.*

- Can't do all portions of exam (internal ears, heart and lung sounds, speculum exams). Reliant on patient palpation skills.

- Physicians need to learn how to use it - learning curve and comfort level

- Medicare doesn't cover it for primary care if patient is home YET . . .

Appropriate use

- Low complexity urgent care visits

- Case management

- Specialist visits - improved access to care

- Mood follow up- psychiatry

- Controlled Substance evaluation visits

- Convert telephone calls/ on call calls to reimbursable in person exams conveniently and for better care

Telehealth Guidelines

- Patient must be physically located in the State of Michigan for malpractice coverage

- Patient must verbally consent in Michigan for this care

- Document time spent on telehealth (new time based codes for some insurances: 99421, 99422, 99423)

- Refer patient for in patient exam when appropriate

- Practice guidelines for triaging

Billing

- Covered by most commercial carriers with modifier

  - Priority health, BCBS -95 modifier

    - Commercial BCN, United : 99421,99422,99423

  - Medicare -MORE TO COME check CMS website

ECW SET UP

REGISTER FOR TELEHEALTH:

- Admin- Product activation - Telehealth- Register provider

CREATE TELEHEALTH VISIT TYPE

- Admin ->Admin->Visit type codes->New-> Name Televisit type-> Click on HEALOW TELEVISIT on set up screen

- Admin-> Admin-> Visit type duration for each provider

- Log ticket if needed.

ECW SET UP . . .

- Set up structured data field for ROS questions you want to pair to telehealth visit

- Map online questionnaire to portal visit type for telehealth visit under portal admin

  - *We recommend putting a telehealthconsent statement in the questionnaire that patient fills out before appointment.*

- Can set up specific appointment reminder under Portal admin for telehealth

QUESTIONS?:
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