



Healthcare Telehealth

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What you will need

- Internet and Telephony
- Secure connection
- A Platform
- Patient Consent once a year
- Peripherals (USB, Health carts, people)

Who can provide telehealth services?

- Physicians
- Nurse practitioners
- Physician assistants
- Nurse midwives
- Certified nurse anesthetists
- Clinical psychologists
- Clinical social workers
- Registered dietitians
- Nutrition professionals
- Physical therapists
- Occupational therapists
- Speech-language pathologists

What are the types of virtual services?

- Medicare telehealth visits
- Virtual check-ins
- E-visits
- Audio-only

A woman with blonde hair, wearing a white lab coat, is shown in profile, looking at a tablet computer. The tablet displays a video call with a male doctor wearing glasses and a white coat. The background is a blurred office or clinical setting. A dark blue banner with white text is overlaid on the right side of the image.

Medicare Telehealth Visits

Medicare Telehealth Key Takeaways

- Furnished in broader circumstances
- Considered the same as and paid at the same rate as in-person visits
- In all areas of the country and in all settings
- Any practitioner who can independently bill for Medicare services may be paid for Medicare telehealth services
- In any healthcare facility and in their home



Virtual Check-Ins

Virtual Check-Ins Key Takeaways

- New and established patients
- Not limited to rural settings
- Patient must agree to the service
- HCPCS codes G2012 or G2010
- Broader range of communication methods

E-Visits



E-visit Established Patient

**Codes for practitioners who
may bill independently:**

- 99421
- 99422
- 99423

E-visit Established Patient

CPT Code 99421

Online digital evaluation and management service, for an established patient, for up to 7 days, cumulative time during the 7 days; 5–10 minutes

CPT Code 99422

Online digital evaluation and management service, for an established patient, for up to 7 days cumulative time during the 7 days; 11– 20 minutes

CPT Code 99423

Online digital evaluation and management service, for an established patient, for up to 7 days, cumulative time during the 7 days; 21 or more minutes.

E-visit New Patient

99201: Office or other outpatient visit for the evaluation and management of a new patient, which requires these 3 key components: A problem focused history; A problem focused examination; Straightforward medical decision making. Counseling and/or coordination of care with other providers or agencies are provided consistent with the nature of the problem(s) and the patient's and/or family's needs. Usually, the presenting problem(s) are self-limited or minor. Physicians typically spend 10 minutes face-to-face with the patient and/or family.

99202: Office or other outpatient visit for the evaluation and management of a new patient, which requires these 3 key components: An expanded problem focused history; An expanded problem focused examination; Straightforward medical decision making. Counseling and/or coordination of care with other providers or agencies are provided consistent with the nature of the problem(s) and the patient's and/or family's needs. Usually, the presenting problem(s) are of low to moderate severity. Physicians typically spend 20 minutes face-to-face with the patient and/or family.

99203: Office or other outpatient visit for the evaluation and management of a new patient, which requires these 3 key components: An expanded problem focused history; An expanded problem focused examination; Straightforward medical decision making. Counseling and/or coordination of care with other providers or agencies are provided consistent with the nature of the problem(s) and the patient's and/or family's needs. Usually, the presenting problem(s) are of low to moderate severity. Physicians typically spend 20 minutes face-to-face with the patient and/or family.

99204: Office or other outpatient visit for the evaluation and management of a new patient, which requires these 3 key components: A comprehensive history; A comprehensive examination; Medical decision making of moderate complexity. Counseling and/or coordination of care with other providers or agencies are provided consistent with the nature of the problem(s) and the patient's and/or family's needs. Usually, the presenting problem(s) are of moderate to high severity. Physicians typically spend 45 minutes face-to-face with the patient and/or family.

E-visit

Physical Therapist, Speech Therapist,
Clinical Psychologist etc.

**Codes for practitioners who
may not bill independently:**

- G2061
- G2062
- G2063

E-Visit Key Takeaways

- Not limited to rural settings
- No geographic or location restrictions
- Initiated by the patient
- Practitioners may educate beneficiaries
- Bill using CPT codes 99421-99423 and HCPCS codes G2061-G2063
- Medicare coinsurance and deductible generally apply

Audio-Only



Codes for practitioners who **may** bill independently:

- 99441
- 99442
- 99443

Codes for practitioners who **may not** bill independently:

- 98966
- 98967
- 98968

Audio-Only Services Key Takeaways

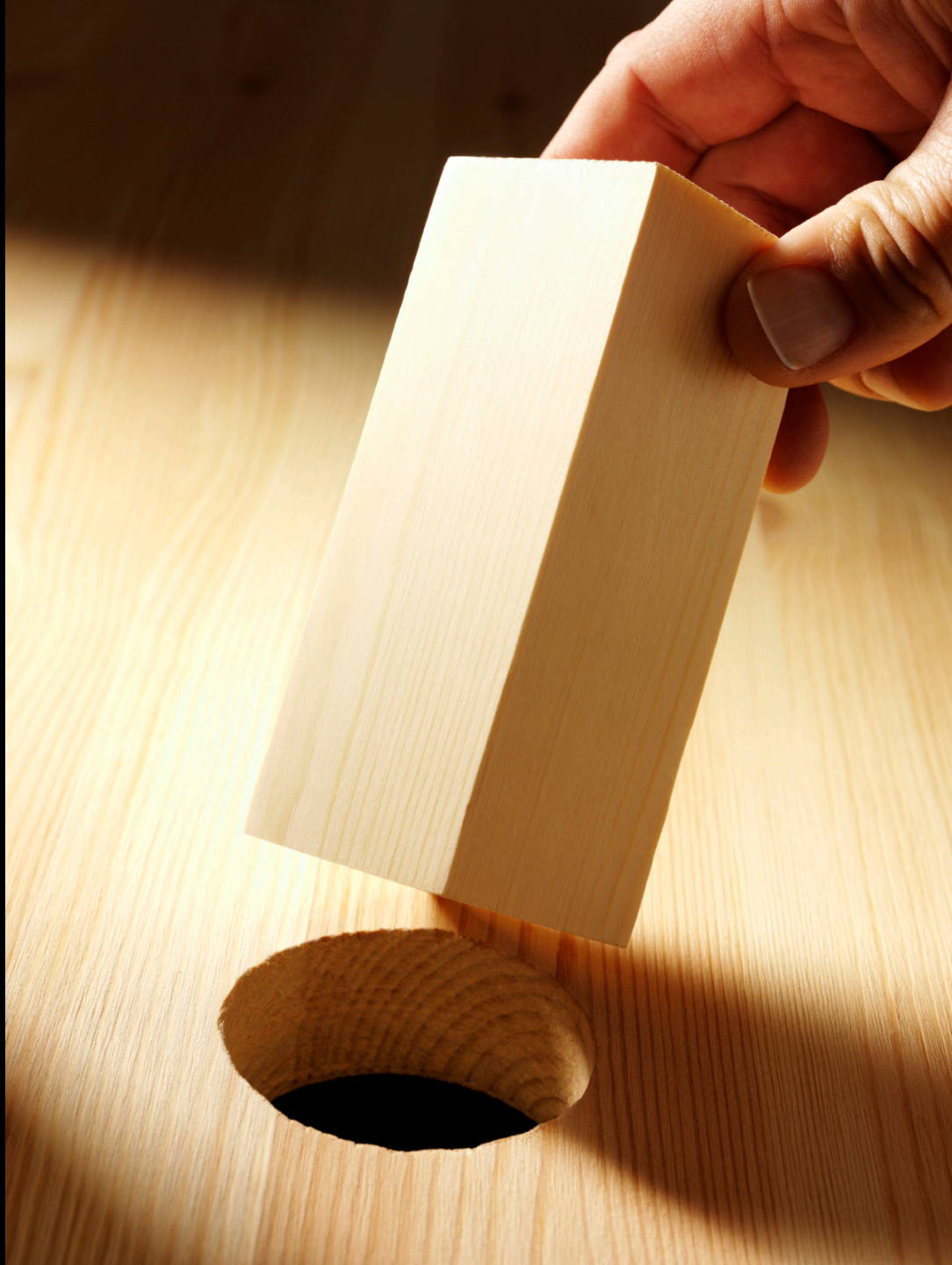
- Making payment for audio-only
- Match payments for office and outpatient visits
- New and established patients
- No location restrictions
- Bill using CPT codes 99441-99443 or
- 98966-98968
- Medicare coinsurance and deductible generally apply

What we are seeing in the field

- Lack of infrastructure (tools, EHR, Knowledge)
- Lack of training
- Documentation lacking
- Works well for BH and Specialty
- Leaving money on the table



Best Practices



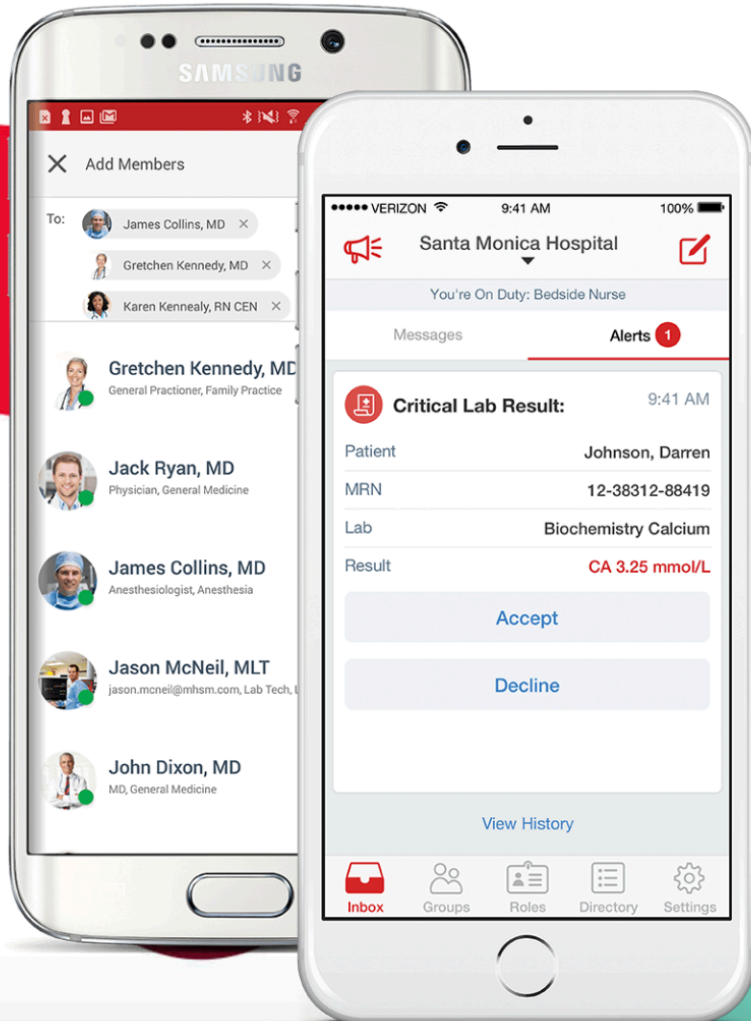
Math Practice
10/26/20

Create at least 5 formulas that work.

$\frac{35}{7} = \frac{7b}{7}$	<p>10/26/20</p> $S = at + b$ $S = 4 + 5$ $S = 9$	$a = 4$ $b = 5$ $c = 7$
$5 = b$ $b = 5$	$15 = c + 8$ $\begin{array}{r} -8 \\ -8 \end{array}$ <hr/> $7 = c$ $c = 7$	







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Doximity Study Finds Telemedicine Will Account for \$29 Billion in Healthcare Services in 2020

Flip it...

Take the doctor to the patient,
not the patient to the doctor



103
Exam
Room 1
Yuvfirvik 1





- Define it
- Map it
- Measure it
- Tweak it

Culture Change

“Make the space work for the situation, don’t try and make the situation work for your space.”

