



TeleHealth Tip Sheet During COVID-19

With the recent COVID-19 outbreak, using TeleHealth to connect with patients while protecting healthcare workers and other patients has become a valuable tool.

Not sure how to start? ACFAS' Practice Management Committee offers some tips.

1. Put the patient on your schedule. Change this visit type to either Audio Visit or Telehealth Services depending on your technology capabilities

	Med: Time ▲	Patient	DOB	Visit Type	Notes
Sa					
29	8:00 AM	Test, Andrea 33 y.o. / M	8/27/1986	Audio Visit	
7					
14					
21	8:20 AM	Test, Andrea 33 y.o. / M	8/27/1986	Telehealth Services	
28					

Normally, telephone (audio only) visits are excluded from Telehealth, but due to COVID-19, the states are stepping in to allow more flexibility for providers to care for patients without coming to the office. Check with your state/insurance carriers for more information.

2. At the time of the patient's appointment, call or connect to the patient.

3. Add a text within your note explaining the reason for an audio/telehealth visit.

Example:

Patient advised not to come to the office due to COVID-19 risk. His/her health conditions warranted an audio visit, which will be submitted to insurance. Patient understands this visit was in place of an in-person visit, understands the risks of communicating online and consents to an audio visit.

4. How Do I Code My TeleHealth Visit?

TYPE OF SERVICE	WHAT IS THE SERVICE?	HCPCS/CPT CODE	Patient Relationship with Provider
MEDICARE TELEHEALTH VISITS	A visit with a provider that uses telecommunication systems between a provider and a patient.	Common telehealth services include: <ul style="list-style-type: none"> • 99201-99215 (Office or other outpatient visits) • G0425-G0427 (Telehealth consultations, emergency department or initial inpatient) • G0406-G0408 (Follow-up inpatient telehealth consultations furnished to beneficiaries in hospitals or SNFs) For a complete list: https://www.cms.gov/Medicare/Medicare-General-Information/Telehealth/Telehealth-Codes	For new* or established patients. *To the extent the 1135 waiver requires an established relationship, HHS will not conduct audits to ensure that such a prior relationship existed for claims submitted during this public health emergency
VIRTUAL CHECK-IN	A brief (5-10 minutes) check in with your practitioner 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.	<ul style="list-style-type: none"> • HCPCS code G2012 • HCPCS code G2010 	For established patients.
E-VISITS	A communication between a patient and their provider through an online patient portal.	<ul style="list-style-type: none"> • 99421 • 99422 • 99423 • G2061 • G2062 • G2063 	For established patients.