Coding for Telemedicine

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PCC 2017 Users' Conference
What is Telemedicine?

Clinical assessment, diagnosis, intervention, consultation, supervision and information across distance via phone, fax, e-mails, remote patient monitoring.
Telemedicine Terms

Asynchronous or "Store and Forward":
Transfer of data through use of camera or similar device that stores image sent via telecom for consult. Not telemedicine, but may be used to deliver service.
Phone Care By MDs

Telephone E/M by MD or other QHCP, established patient, parent or guardian not originating from an related E/M service provided within previous 7 days nor leading to E/M or procedure within 24 hours or or soonest available appointment;

- 99441 5-10 minutes
- 99442 11-20 minutes
- 99443 21-30 minutes
## Phone Care By MD RVUs

<table>
<thead>
<tr>
<th>CPT Code</th>
<th>RVU Value</th>
<th>RVU Price (@ 175% of Medicare)</th>
</tr>
</thead>
<tbody>
<tr>
<td>99441</td>
<td>0.37</td>
<td>$23.51</td>
</tr>
<tr>
<td>99442</td>
<td>0.73</td>
<td>$45.71</td>
</tr>
<tr>
<td>99443</td>
<td>1.07</td>
<td>$67.51</td>
</tr>
</tbody>
</table>
Phone Care By Non-MDs

**Telephone** assessment and management by qualified non-physician health care professional to an **established** patient, parent or guardian **not** originating from a related service within the previous 7 days **nor leading to services** or procedures within the next 24 hours or soonest available appointment

- **98966**: ... 5-10 minutes of medical discussion
- **98967**: ... 11-20 minutes
- **98968**: ... 21-30 minutes
Call Durations - Use What You’ve Got

Queue Reports

<table>
<thead>
<tr>
<th>Type</th>
<th>Call Time</th>
<th>Talk Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>incoming</td>
<td>0s</td>
<td>0s</td>
</tr>
<tr>
<td>incoming</td>
<td>13m, 21s</td>
<td>12m, 47s</td>
</tr>
<tr>
<td>incoming</td>
<td>17s</td>
<td>0s</td>
</tr>
<tr>
<td>incoming</td>
<td>1m, 35s</td>
<td>1m, 26s</td>
</tr>
</tbody>
</table>

Cell Phone Utilities

June 4, 2017
13:19  
Incoming Call  24 minutes
Subject
Progress Report

Phone Note
Jan called to report that Rudy's got a splinter in her knee three days ago. Created a bit of a wound removing the splinter but it seems to be healing well. No redness or drainage. Bandage came off easily and she tolerated that well. Jan is concerned about being unable to keep it covered or to keep Rudy from crawling on it too much. We discussed strategies for helping Rudy get exercise without crawling. She understood what signs to look for re: infection. Will make an appointment if she feels like the healing isn't continuing. Jan had questions about how often to use topical antibiotics if needed. NKDA. I will talk with Dr. Davidson about calling in a script for something with anesthetic that will stand up through their beach vacation in NC next week. [PCC PCC]

Call Duration
Start 9:10a - End 9:17a = 7 min [PCC PCC]
Online Care By MDs

Online E/M by MD or other QHCP, est patient or guardian, not originating from a related E/M service provided within previous 7 days using Internet or similar electronic communications; Report once for 7 day episode of care; Timely, personal response to online inquiry; permanent storage (electronic or hard copy); encompasses the sum of communication

- 99444
Maybe E&M ...

E&M codes billable in states where parity is the law

American Telemedicine Association - State Policy Resource Center
Online Evaluation By Non-MD

Online assessment and management by qualified non-physician HCP, est patient or guardian, not originating from a related service provided within previous 7 days using Internet or similar electronic communications; Report once for 7 day episode of care; response to online inquiry; permanent storage (electronic or hard copy); encompasses the sum of communication

- 98969
Identify Encounters

Messaging Queue

![Messaging Queue Image]
# Identify Encounters

## Reports Library

### Portal Message Response Time

Time between the receipt of a portal message and the response.

**Message Dates:** from 06/26/2017 to 06/28/2017

**Message Time:** from 8:00am to 5:00pm

<table>
<thead>
<tr>
<th>Message Received</th>
<th>Reply Sent</th>
<th>Response Time</th>
<th>Message Subject</th>
</tr>
</thead>
<tbody>
<tr>
<td>06/26/2017 2:53pm</td>
<td>06/26/2017 3:19pm</td>
<td>00 hr 26 min</td>
<td>Allergies</td>
</tr>
<tr>
<td>06/26/2017 3:42pm</td>
<td>06/26/2017 4:06pm</td>
<td>00 hr 23 min</td>
<td>New ENT</td>
</tr>
</tbody>
</table>
PCC’s Patient Portal (aka MyKidsChart) for your patients/parents

PocketPCC for Clinicians

pocketPCC is now an icon on your home screen

PCC Pediatric EHR Solutions
Is Medicaid Paying?

...in many states, yes. National Conference of State Legislatures - State coverage for telehealth services offers an overview and report:

“Telehealth Policy Trends and Considerations”

- Coverage and Reimbursement
- Licensure
- Safety and Security
Telemedicine Definitions

For synchronous services:

- Originating site - Location of patient at time service is furnished
- Distant site - Site where the physician or other licensed practitioner delivering the service is located
Modifiers

- GQ: Telehealth service rendered via asynchronous telecommunications system
- GT: Telehealth service rendered via interactive audio and video telecommunications system
- Modifier 95 - Synchronous Telemedicine Service Rendered via a Real-Time Interactive Audio and Video Telecommunications System
HCPCS

T1014: Telehealth transmission, per minute, professional services bill separately

Q3014: Telehealth originating site facility fee
New in 2017 - Appendix P

CPTs that may be used for synchronous Telemedicine

- 96116 Neurobehavioral status exam
- 96150-96154 Health and behavior assessments and interventions
Appendix P (cont’d)

● Outpatient E&Ms (99201-99215)
● Office and Inpatient Consults (99241-99255)
● Subsequent Hospital and SNF Visits (99307-99310)
● Prolonged Care!! (99354, 99355)
● Behavior change interventions (99406-99409)
● Transitional Care Management (99495, 99496)
Other 2017 Changes

Telehealth Additions:

● New CPT symbol ★ = Telemedicine eligible code
● New place of service 02 = Telehealth
Your Homework

Discover

States where your patients would receive service

- Are your clinicians licensed there?
- Will your carriers cover services rendered there?

Contract details

- Which codes and services will your payers pay?
What Questions Do You Have?
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Pediatric Solutions Consultant

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Control Your Future.

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