

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

| CPT Code | RVU Value | RVU Price |
|-----------------|------------------|------------------|
|-----------------|------------------|------------------|

(@ 175% of Medicare)

| | | |
|-------|------|---------|
| 99441 | 0.37 | \$23.51 |
|-------|------|---------|

| | | |
|-------|------|---------|
| 99442 | 0.73 | \$45.71 |
|-------|------|---------|

| | | |
|-------|------|---------|
| 99443 | 1.07 | \$67.51 |
|-------|------|---------|



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

| Type | Call Time | Talk Time |
|----------|-----------|-----------|
| incoming | 0s | 0s |
| incoming | 13m, 21s | 12m, 47s |
| incoming | 17s | 0s |
| incoming | 1m, 35s | 1m, 26s |
| | | |

Cell Phone Utilities

| home | mobile | FaceTime | home |
|--------------|---------------|------------|------|
| June 4, 2017 | | | |
| 13:19 | Incoming Call | 24 minutes | |



Phone Note Protocols

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]



ADD

Call Duration

Start 9:10a - End 9:17a = 7 min [PCC PCC]



Pediatric EHR Solutions

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

Tasks: 1

| Completed | Date | Patient | Subject | Task | To | Docs |
|-----------|-----------------|-----------------|-------------------------------------|----------------|----|------|
| ✓ | 07/12/17 5:18pm | Blanchard, Rudy | Portal Message - OK to Attend Camp? | Portal Message | | |

Task: Portal Message Display: Completed Tasks

Assigned User: All Users Days: All Last days Save My Defaults



Identify Encounters

Reports Library

Portal Message Response Time
Time between the receipt of a portal message and the response.

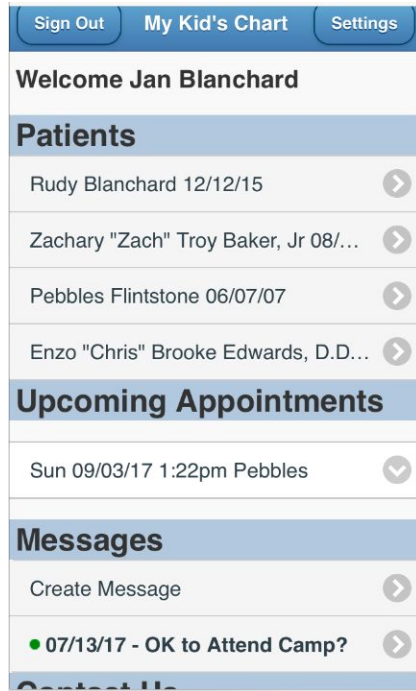
Message Dates: from 06/26/2017 to 06/28/2017
Message Time: from 8:00am to 5:00pm

Columns: 4 Displayed Search Filter:

| Message Received | Reply Sent | Response Time | Message Subject |
|-------------------|-------------------|---------------|-----------------|
| 06/26/2017 2:53pm | 06/26/2017 3:19pm | 00 hr 26 min | Allergies |
| 06/26/2017 3:42pm | 06/26/2017 4:06pm | 00 hr 23 min | New ENT |



PCC's Patient Portal (aka MyKidsChart) for your patients/parents



PocketPCC for Clinicians



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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