Tele-Medicine in the Outpatient Wound Care Center

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OBJECTIVES:

1. Understand there are specific CPT codes assigned to tele-medicine visits and where to find these codes & definitions

2. Understand what a Virtual Check-In consists of

3. Understand what an E-Visit consist of

4. Understand what a Medicare Tele-Health visit consist of

DISCLAIMER-@ this time there is no Facility reimbursement assigned to telemedicine.

What is Telehealth or Telemedicine?

• Telehealth, telemedicine, and related terms generally refer to the exchange of medical information from one site to another through electronic communication to improve a patient's health.

Need to Know Information (per CMS)

- **Virtual Check-Ins-**are short patient-initiated communications with a healthcare practitioner.

- **E-visits-** are non-face-to-face patient-initiated communications through an online patient portal.

- **Telehealth visit-**provider must use an interactive audio and video telecommunications system that permits real-time communication between the distant site and the patient at home.
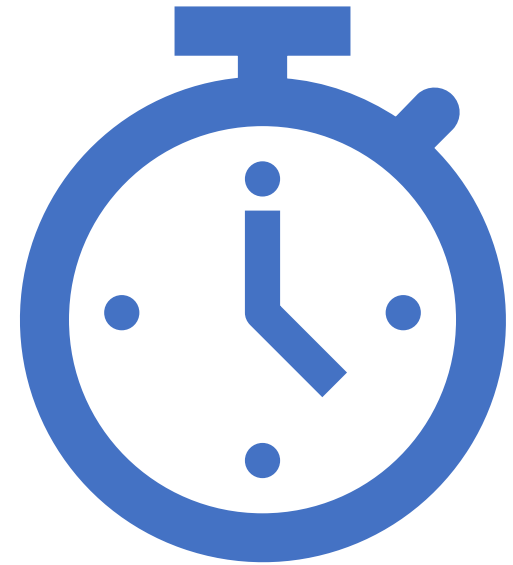
Billing & Reimbursement….

- Medicare Part B pays for E-visits or **patient-initiated** online evaluation and management conducted via a patient portal. Practitioners who may independently bill Medicare for evaluation and management visits can bill the following codes:

- **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

- **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

- **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.

What if we are not a Medicare B provider?

Clinicians who may **not independently bill** for evaluation and management visits (e.g. PT, OT,ST, Pathologist, Clinical Psychologists) can also provide these e-visits and bill the following codes:

- **G2061:** online assessment and management, for an established patient, for up to seven days, cumulative time during the 7 days; **5–10 minutes**

- **G2062:** online assessment and management service, for an established patient, for up to seven days, cumulative time during the 7 days; **11–20 minutes**

- **G2063:** online assessment and management service, for an established patient, for up to seven days, cumulative time during the 7 days**; 21 or more minutes.**

What does it all look like?

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: • 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.	• HCPCS code G2012 • HCPCS code G2010	For established patients.
E-VISITS	A communication between a patient and their provider through an online patient portal.	• 99431 • 99422 • 99423 • G2061 • G2062 • G2063	For established patients.

What about HIPAA?

- Effective immediately, the HHS Office for Civil Rights (OCR) will exercise enforcement discretion and waive penalties for HIPAA violations against health care providers that serve patients in good faith through everyday communications technologies, such as FaceTime or Skype, during the COVID-19 nationwide public health emergency. For more information: https://www.hhs.gov/hipaa/for-professionals/special-topics/emergency-preparedness/index.html

Key Points to Remember!!!!!

These services can only be reported when the billing practice has an established relationship with the patient.

This is not limited to only rural settings. There are no geographic or location restrictions for these visits.

Patients communicate with their doctors without going to the doctor's office by using online patient portals.

Individual services need to be initiated by the patient; however, practitioners may educate beneficiaries on the availability of the service prior to patient initiation.
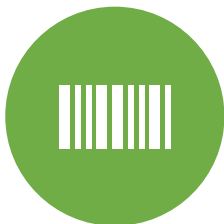
The services may be billed using CPT codes 99421-99423 and HCPCS codes G2061-G206, as applicable.

The Medicare coinsurance and deductible would generally apply to these services.

Name _____ Date _____

1. The facility will be paid for any telephone or video visit performed in wound care
   a. True
   b. False
2. Tele-health, E-visits and virtual check-ins are: (circle all that apply)
   a. The preferred method of chronic wound care
   b. Are being utilized in a time of crisis to prevent infection and hospitalization
   c. Distinguished by the method of communication and time spent interacting with the patient
   d. Will suffice for the re-ordering of homecare supplies
3. HIPAA… Not HIPPA…or HIPPO, still applies to all electronic visits
   a. True
   b. False

Name _____ Date _____

1. E-visits are described by CMS as:
   a. Any communication between a Physician and patient that takes place outside of the office
   b. non-face-to-face patient-initiated communications through an online patient portal
   c. short patient-initiated communications with a healthcare practitioner
   d. Extraordinary Visits, going above and beyond
2. During a **Telehealth visit**- the Provider must use an interactive audio and video telecommunications system that permits real-time communication between the distant site and the patient at home
   a. True
   b. False
3. Telehealth, E-visits and virtual check-ins are limited only to rural areas for patients who do not have access to a Physician's office
   a. True
   b. False