



HONNÊTE

REIMAGINE POSSIBLE



# **Patient Centeredness in the Age of COVID-19:**

A Comprehensive Webinar Series for Sustaining Medical Home Operations

## **Webinar 4/5: Access**





Today's Presenter:

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Senior Consultant, Honnête

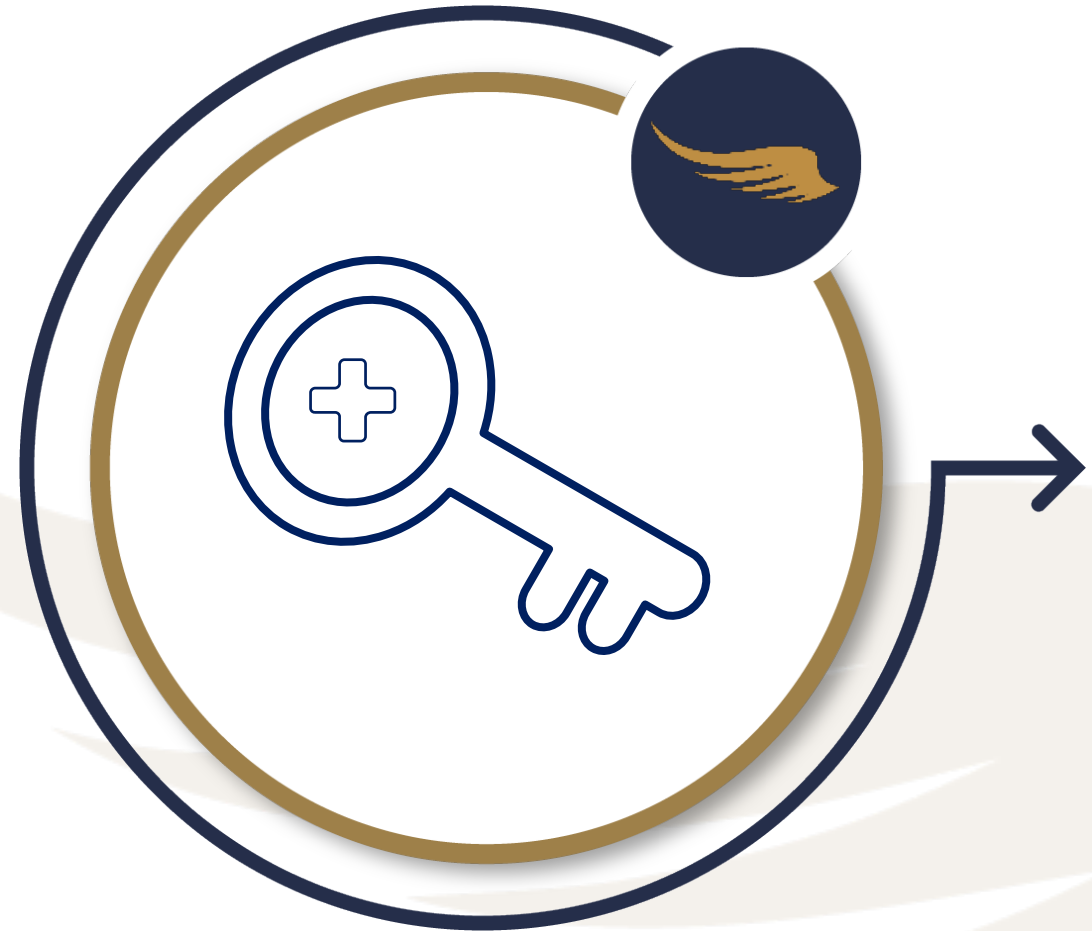
# Patient Centeredness in the Age of COVID-19

## A Comprehensive Webinar Series for Sustaining Medical Home Operations



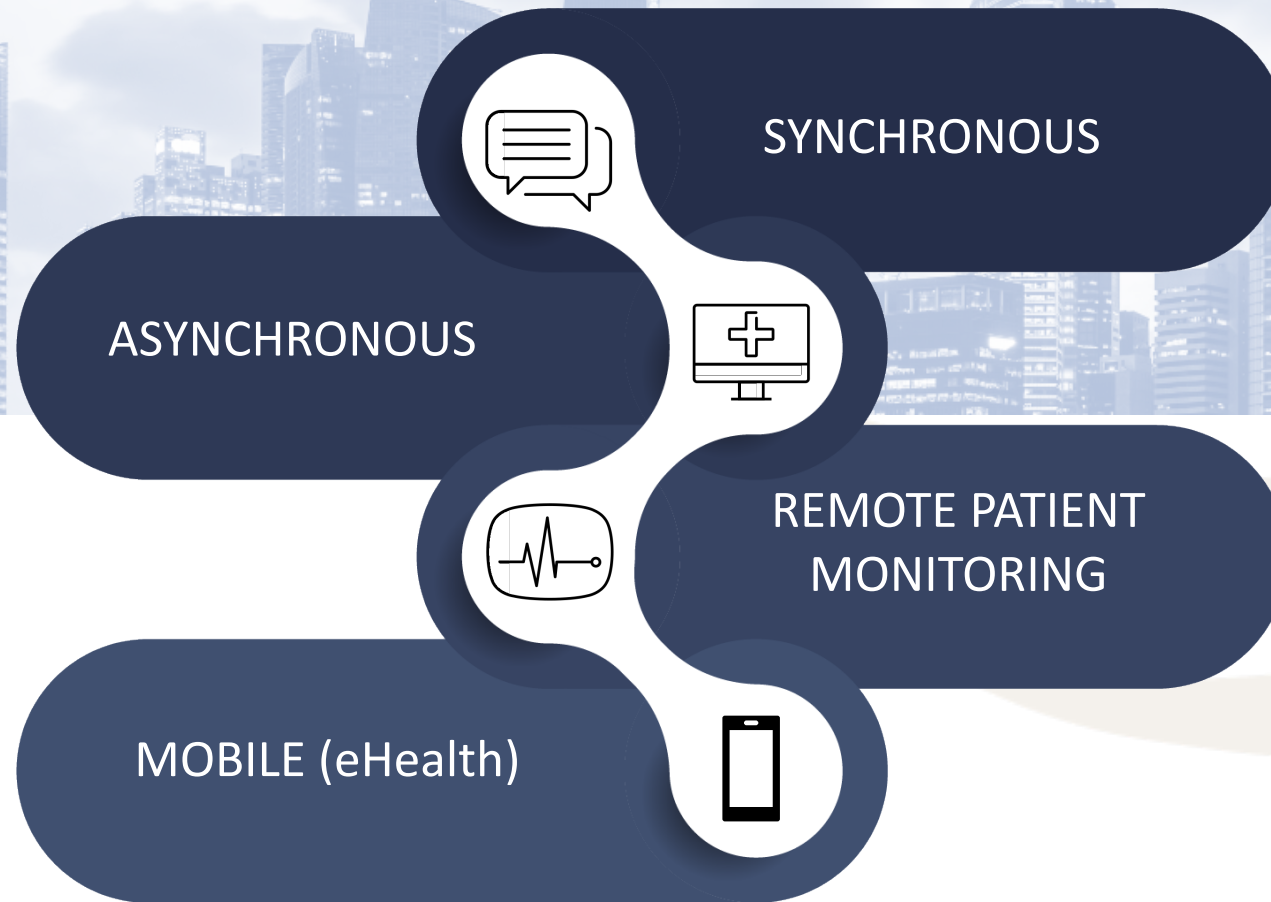
## Access

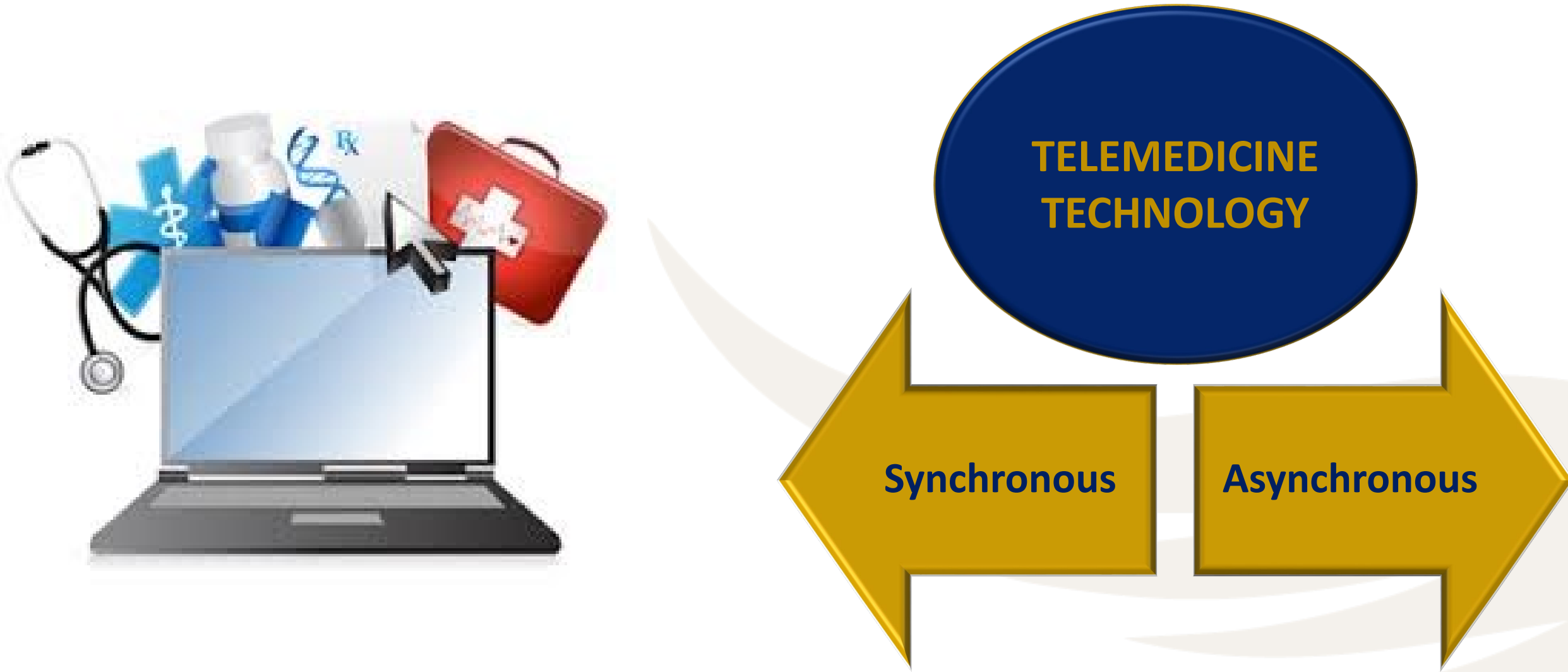
- Let's talk about Telemedicine Encounters
- Effective communication via Virtual platforms
- Reimbursement for Telemedicine Encounters





# Patient Centeredness in the Age of COVID-19: Access: Telemedicine Encounters





## REMOTE PATIENT MONITORING



## MOBILE HEALTH



## PATIENT PORTAL





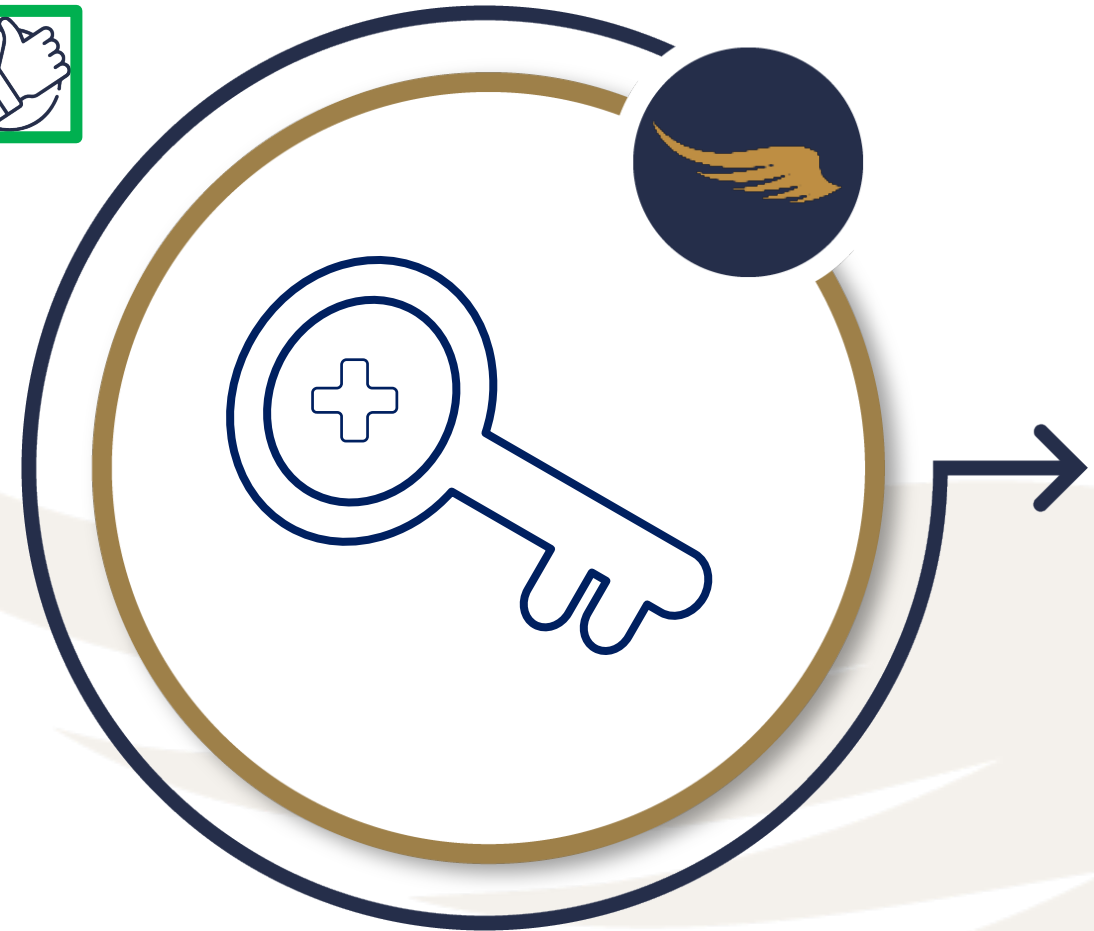
## Access

- Let's talk about Telemedicine Encounters



- Effective communication via Virtual platforms

- Reimbursement for Telemedicine Encounters

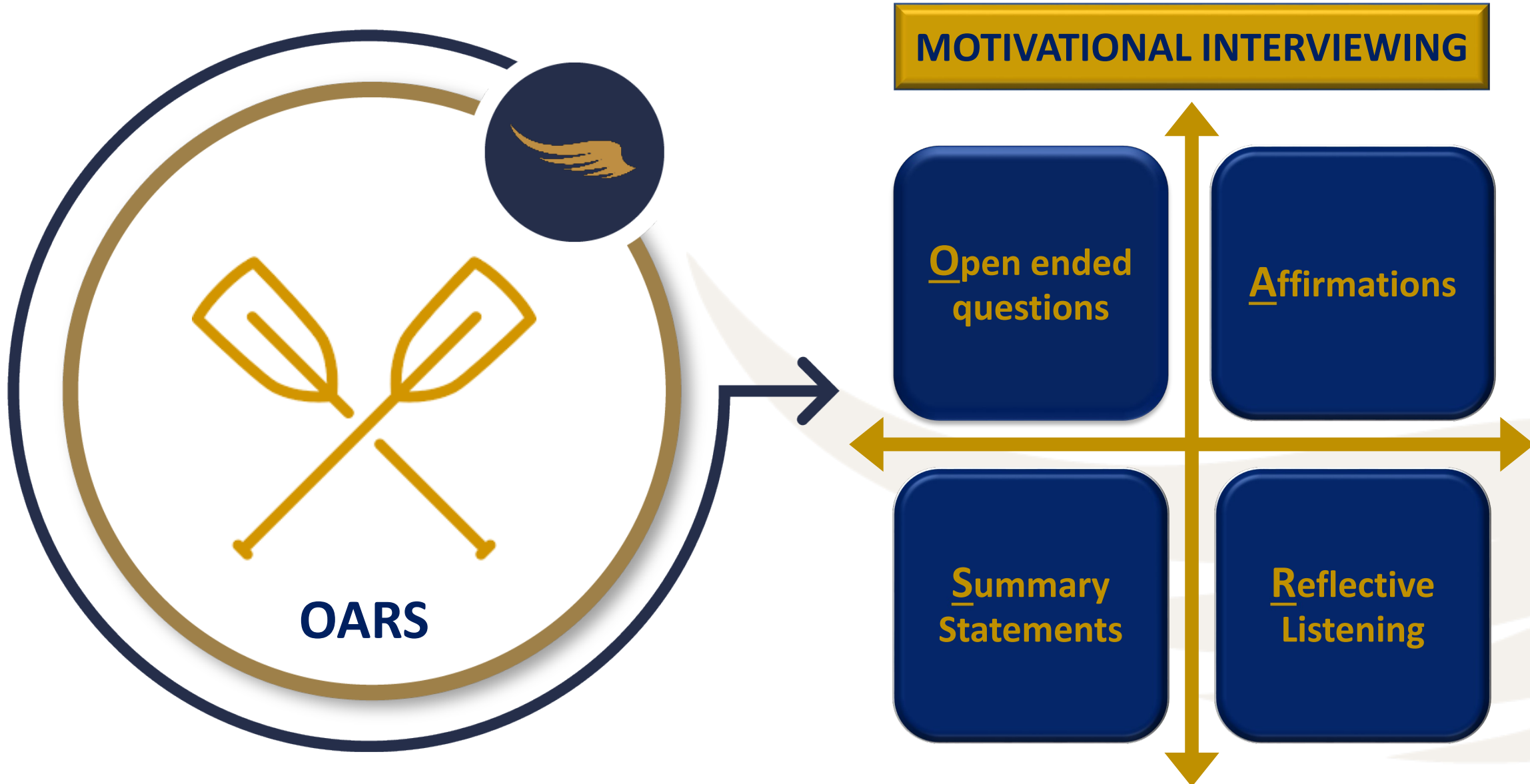


**Motivational  
Interviewing**

**Non-verbal  
Communication**

**Affirmative  
“Noises”**







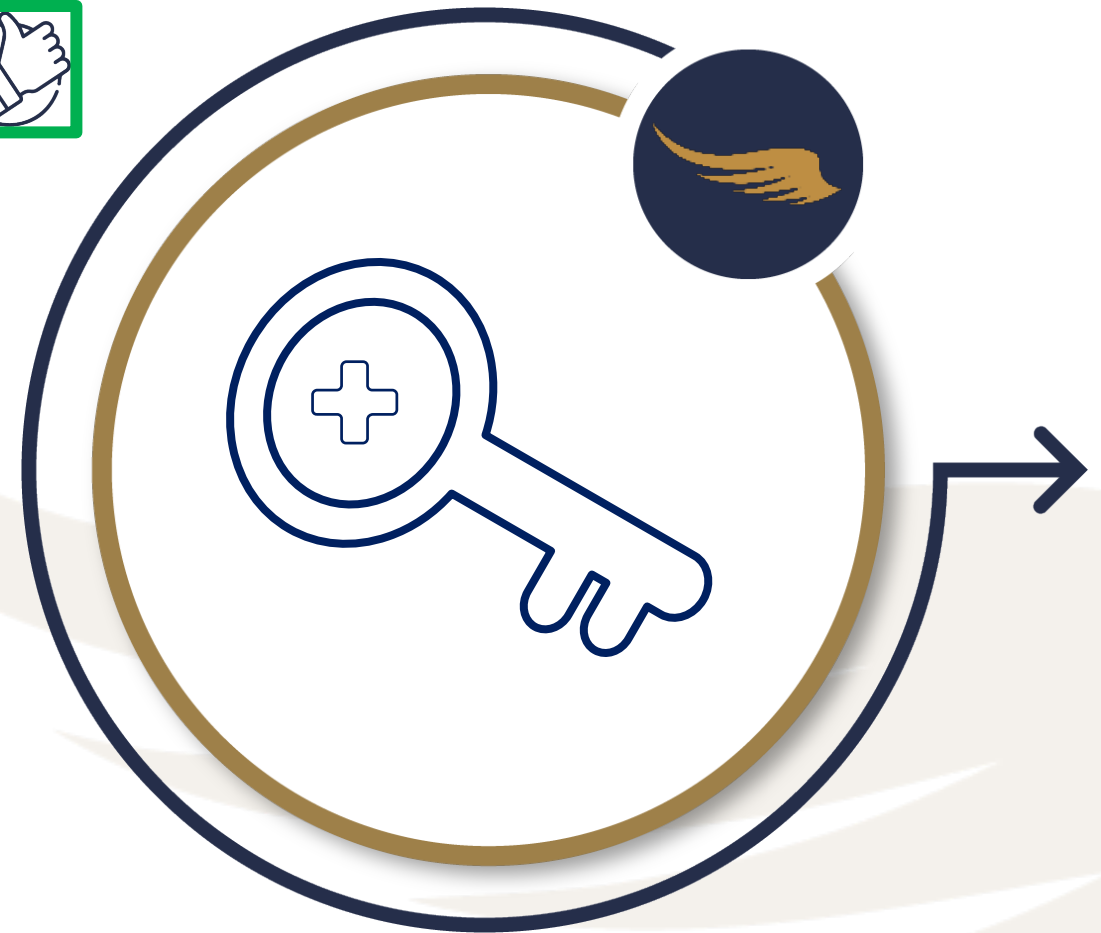




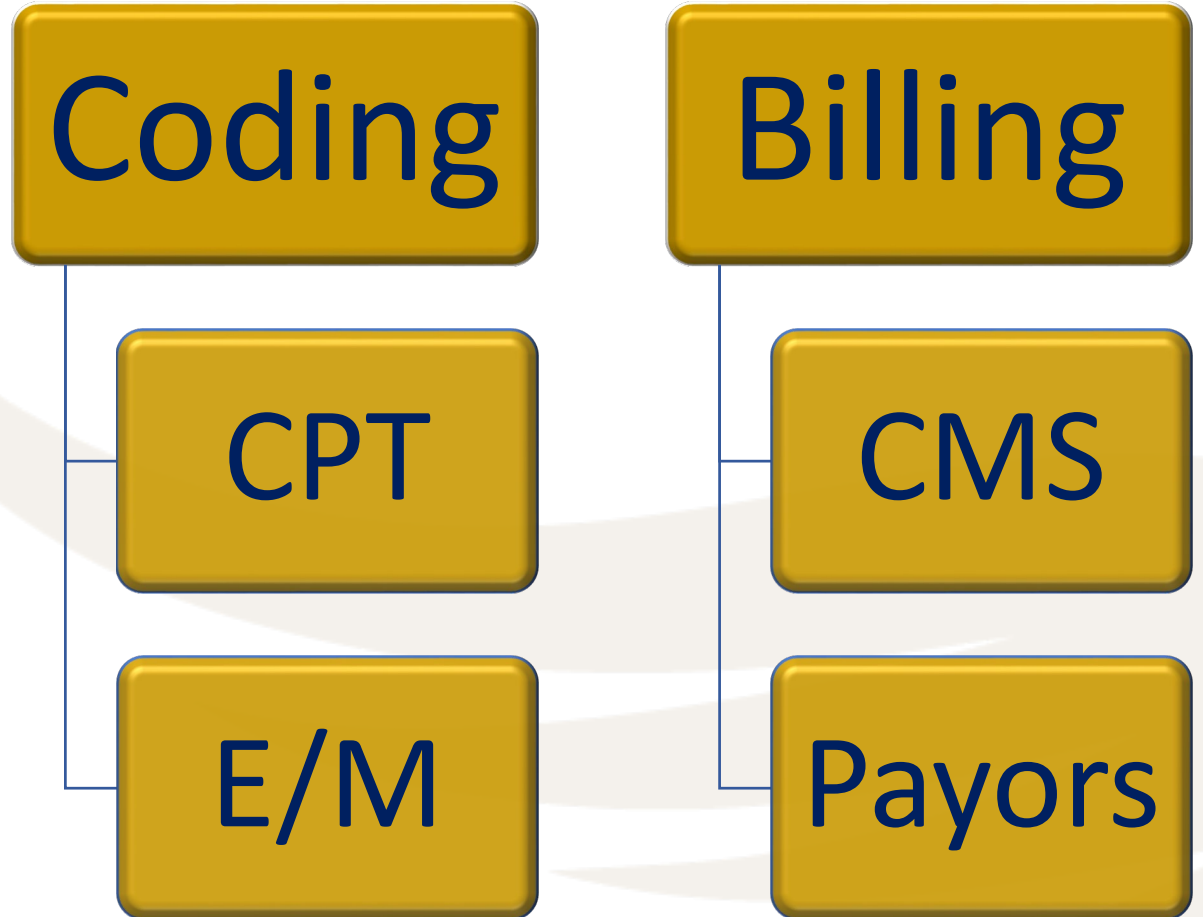
## Active Listening

## Access

- Let's talk about Telemedicine Encounters 
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## CHANGES TO BILLING FOR TELEHEALTH SERVICES



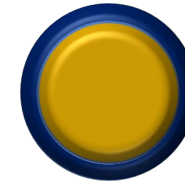
**HIPAA Waiver**



**Technology**

FaceTime

Skype



**Location**

Patient

Provider

## Scenario 9: (COVID-19 or Non-COVID-19 case): Telehealth / Telephone visit



OR



Action	Patient evaluated via: E/M Telehealth, Telephone Visit	
Who is performing	Physician / QHP	
Applicable CPT Code(s)	E/M Telehealth <sup>1 2 3</sup>	Telephone Visit New and Established Patients
	<i>New Patient (CPT times)</i>	
	99201 (typical time 10 min) 99202 (typical time 20 min) 99203 (typical time 30 min) 99204 (typical time 45 min) 99205 (typical time 60 min)	99441 (5-10 min)
	<i>Established Patient (CPT times)</i>	99442 (11-20 min)
	99212 (typical time 10 min) 99213 (typical time 15 min) 99214 (typical time 25 min) 99215 (typical time 40 min)	99443 (21-30 min)
Applicable ICD-10 CM codes	Non-COVID-19 patient: Code applicable diagnoses COVID-19 patient: Code applicable diagnoses, add U07.1, COVID-19 (Effective April 1, 2020 - <a href="#">CDC Announcement</a> )	
Place of Service	11 Physician Office or other applicable site of the practitioner's normal office location	
Notes	<ol style="list-style-type: none"> <li>1 CMS requires use of modifier 95 for telehealth services; other payors may require its use</li> <li>2 Individual states (through Executive Order) or payors may permit use of E/M codes with audio-only encounters.</li> <li>3 CMS will permit reporting of telehealth E/M office or other outpatient visits based on time or Medical Decision Making (MDM)</li> </ol>	

## **AMA CPT Coding Guidance :**

<https://www.ama-assn.org/system/files/2020-05/cpt-reporting-covid-19-testing.pdf>

## **AMA Scenario Planning Guidance:**

<https://www.ama-assn.org/system/files/2020-05/covid-19-coding-advice.pdf>

## **MLN Matters: RHC and FQHCs:**

<https://www.cms.gov/files/document/se20016.pdf>

## **CMS FAQ:**

<https://www.cms.gov/files/document/03092020-covid-19-faqs-508.pdf>



Thank You



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