Telemedicine: The Next Frontier in Care Delivery

Technology is ubiquitous in modern society, and just when we thought that computers could not replace the "human touch" of a healthcare provider, technology is making specialized care accessible to patients anywhere there is an internet connection. Centers for Medicare and Medicaid Services (CMS) have now approved "virtual visits" via bilateral video and audio communications between a provider and patients. This will improve access to care for patients in geographically underserved areas or in areas where some specialists are not available.

According to the American Hospital Association's Trend Watch (January, 2015), an estimated 3.2 million patient visits are expected to be delivered via telemedicine by 2018. Below is a table containing the current telemedicine HCPCS Level II and CPT codes that have been set by the American Medical Association:

Sample of AMA-Approved Telemedicine Codes - 2017

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<table>
<thead>
<tr>
<th>Service</th>
<th>HCPCS Level II</th>
<th>CPT</th>
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<tbody>
<tr>
<td>Office or other outpatient visit</td>
<td></td>
<td>99201-</td>
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<tr>
<td>Annual wellness visit (#1 &amp; #2)</td>
<td>G0438-G0439</td>
<td>99215</td>
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<tr>
<td>Telehealth consultation (ED or initial inpatient)</td>
<td>G0425-G0427</td>
<td></td>
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<tr>
<td>Follow up hospital services</td>
<td>99231-99233</td>
<td></td>
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<tr>
<td>Follow up nursing care facility</td>
<td>99307-99310</td>
<td></td>
</tr>
<tr>
<td>Transitional care management</td>
<td>99495-99496</td>
<td></td>
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<tr>
<td>Kidney disease education</td>
<td></td>
<td></td>
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<tr>
<td>Diabetes self-management training services</td>
<td>G0108-G0109</td>
<td></td>
</tr>
<tr>
<td>Individual psychotherapy</td>
<td>90832-90834 &amp;</td>
<td></td>
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<tr>
<td></td>
<td>90836-90838</td>
<td></td>
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<tr>
<td>Family psychotherapy - with or without the patient present</td>
<td>90846-90847</td>
<td></td>
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<tr>
<td>Annual depression screening</td>
<td>G0444</td>
<td></td>
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<tr>
<td>Annual alcohol misuse screening</td>
<td>G0442</td>
<td></td>
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**Modifiers for Telemedicine Codes**

Per CMS, in 2017 a practitioner may submit claims for telehealth services using the appropriate CPT or HCPCS code for the professional service along with a Modifier 95, to indicate that "synchronous telemedicine service rendered via real-time interactive audio and video telemedicine."

For example, **99201-99205** may be billed for an initial Level 1 visit via telemedicine. The location where health services and health-related services are provided or received through telemedicine would be billed through Medicare as Place of Service 02. Check with your commercial payors on their provider website to ensure you are submitting claims for telehealth services correctly.

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- and more!

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- and more!
confirm that they are actively covering telemedicine services using these modifiers.

Here are 5 tips from AdvancedMD™ to successfully implement a telemedicine program in your practice:

1. **Determine your objective.** Decide your goal. Do you seek to expand patient access to your practice into evenings and weekends? Perhaps you would like to more closely monitor your chronic or elderly patients? Whatever your objectives, telemedicine can improve patient outcomes, provide additional revenues, and even attract new providers to your practice with this new care delivery medium.

2. **Appoint a Telemedicine "Champion"** within the practice to promote its benefits to your staff, to select and implement the technology, to plan the telemedicine workflow, and to train and coach patients and staff during implementation.

3. **Market the benefits of telemedicine to patients.** Use email and text message appointment reminders to create awareness of the telemedicine option to fill empty slots in your schedule and reduce no-shows. The Champion can guide patients on how to access and to use the telemedicine feature.

4. **Practice a telemedicine visit in the roles of both provider and patient.** It can take practice to learn how to present well on camera. Be mindful of the background, ambient noise and your body language to make sure you come across professionally and credibly before you go live with real patients.

5. **Meet state licensing requirements** - If the patient is located in another state, the originating state in which the patient is located is considered the "place of service." Therefore, the physician must comply with that state’s licensing rules and regulations. Each state’s medical board has its own rules governing delivery of telemedicine services across state lines (and they are actively changing). Some are easing restrictions on providers in contiguous states, so be certain to check state regulatory requirements frequently.

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| July 26 & 27: Nashville, TN |
| August 8 & 9: Charleston, SC |
| **And more!** |

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This Week's Tip Written by:

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Valora is a Partner and Senior Management Consultant with our parent organization, DoctorsManagement, LLC

This article was previously published by DoctorsManagement in the June 2017 edition of The Business of Medicine Newsletter

Join NAMAS for the 9th Annual Auditing & Compliance Conference December 2017 in Orlando, FL!

Conference Information
Pre-Conference: Tuesday, December 5
Conference: Wednesday, December 6 - Friday, December 8
Venue: Loews Sapphire Falls Resort
Orlando, FL

Conference Pricing - Available Through September 30, 2017 Only
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Conference Only: $1145
Pre-Conference & Conference: $1395
Non Member

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How to Audit Wound Care Services
Speaker: Grant Huang
July 11, 2017
2pm EST This webinar is FREE For NAMAS Platinum members. This webinar is also available for purchase for $49.99
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When Good Providers Make Bad Decisions
Speaker: Doug Graham
July 18, 2017
2pm EST This webinar is FREE For NAMAS Platinum, Gold and Silver/Basic members who have selected the compliance webinar series. This webinar is also available for purchase for $49.99
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Hands On: Auditing Surgical Services
Speaker: Linda Foster
July 25, 2017
2pm EST This webinar is FREE For NAMAS Platinum members. This webinar is also available for purchase for $49.99
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Too Many Audits Stacking Up? Looking
Conference Only: $1245  
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