Provider Job Aid for Conducting Telehealth Visits

1. Join Zoom
   a. The provider should log onto zoom at the start of the appointment time.
   b. Open a new web browser and proceed to UW Zoom
      a. Tips:
         i. Use Chrome browser and **type in** the zoom address
         ii. Keep a blank paper/notepad and Sharpie (or other dark pen) to write
             messages in case of sound difficulties (can also use Zoom chat function)
   c. Log into your HIPAA-compliant UW Zoom Account
   d. Test A/V within zoom (if needed)
      a. Select – Host a Meeting in the upper right-hand corner
      b. Select – Test Speaker and Microphone under Join with Computer Audio
   e. If you have the recurring meeting set up, Select – start on your recurring meet.
   f. If you have disabled the patient from joining before you start, Select – Host a Meeting.
   g. Select – Join with computer audio
   h. Select patient from the right side-bar with available participants

2. Before starting the telehealth visit, ask the patient for a call back number should you have
   technical issues or get disconnected during the visit.

3. Consent the Patient
   **The following phrases should be used to consent during the telehealth visit:**
   - “You have chosen to receive care through the use of telehealth. Telehealth enables health
     care providers at different locations to provide safe, effective, and convenient care through
     the use of technology. As with any health care service, there are risks associated with the use
     of telehealth, including equipment failure, poor image resolution, and information security
     issues.
   - Do you understand the risks and benefits of telehealth as I have explained them to you?
     [Yes/No/Unknown].
   - Have your questions regarding telehealth been answered? [Yes/No/Unknown]
   - Do you consent to the use of telehealth in your medical care today? [Yes/No]
   - Can you please verify your name and date of birth?
   - May I please see a government issued ID to verify your identity?

4. Billing Codes:
   a. Choose the appropriate CPT codes for the telemedicine service provided.
   b. The following CPT codes have been approved for use with telemedicine visits:
      i. E&M Codes Established Outpatient: 99211 – 99215

5. Add a **GT** Modifier to the telemedicine visit.
a. This is required in order for UWP to drop a bill for these services.

In light of COVID 19 and the need to provide remote services, we have updated efeesheets to include virtual check-in and telephone codes. These codes can be found under a new section entitled “Virtual Check-In / Telephone Services”. As a reminder these codes are not considered telemedicine and don’t need to have modifier GT appended.

For those privileged and performing telemedicine encounters, we have added modifier GT to additional efeesheets as there will be an increase in these services as well. If performing telemedicine, you’ll find modifier GT available under the E/M visit level selection. Please be sure to append modifier GT on any telemedicine encounters.

6. Encounter Documentation:
   a. Required Elements
      i. How the visit was conducted
      ii. Location of the patient and anyone present with the patient
      iii. Location of the provider
      iv. Names and credentials of all persons participating in the visit, and their role in the encounter at both the originating (patient location) and distant (provider location) site
      v. Medicare ONLY: Specify medical necessity of telehealth visit (ex. The patient is immunocompromised and visits should be conducted virtually)
   b. Example (these are available under the .telemeddistantsite and other dot phrases)
“This encounter was conducted from the UW Urology clinic via secure, live, face-to-face video conference with the patient at home in Yakima, WA. Present with the patient was their spouse. Also present for the encounter was (provider name, credential).

Prior to the consult, the risks and benefits of telemedicine were discussed with the patient and verbal consent was obtained.”