

Provider Instructions: How to get credentialed, document, and bill for virtual visits

FAQs

- Defining Telehealth:
 - Telehealth is a broader term and may include educational videoconferencing, store and forward technology as well as virtual visits. This document covers telehealth in the form of remote delivery of health care services and clinical information using a secure interactive video connection. Telephone calls are not considered telehealth.
- How long does it take to complete the LMS training for telehealth privileges? ~ **30 minutes**
- Can providers conduct telehealth visits from home? **Yes; however, if the provider is working from home on a regular clinic day, providers must coordinate with the clinical team and be available to report back to clinic in <30 minutes if needed.**
- Can patients participate in telehealth visits from home? **Yes**
- What equipment do I need for telehealth visits? **You will need a computer, laptop, tablet, or phone with a webcam, microphone, and speakers. If you're unsure that you have the proper equipment, contact [Anne Nguyen](#) for BMT/IMTX or [KC Peoples](#) for all other groups.**
- What if I or the patient do not have video capabilities? **You may NOT conduct a Telehealth visit. However, evaluation for established patients via telephone call could be used.**
- How will my PCC or TC know to schedule a patient for a telehealth visit? **Providers should instruct TCs and PCCs on which visits are appropriate for telehealth.**
- Can I still conduct an in-person consult? **Yes, patients should still be seen in person if medically necessary. However, we recommend virtual/telehealth patient visits where appropriate.**
- Are we conducting telehealth second opinions? **SCCA had previously deferred second opinions to create capacity and PCCs have provided clear scripting for the patients about this effort. However, select second opinions may be seen via telehealth at the discretion of the SCCA provider or the direction of the disease group. Please contact the appropriate PCCs to let them know if a second opinion visit should be scheduled via telehealth.**
- Do patients have to be in WA state for telehealth visits? **See below chart**

Visit Type	Location of Patient	Type of Visit
New visit / Consult	WA State residents	Telehealth, telephone (if telehealth isn't an option), MD to MD consult, or in-person visit
New visit / Consult	Out of State	Recommend MD to MD consult or in-person visit. Under some circumstances, may be possible- please contact Jennie Crews if you would like to consider.
Return	All locations	Telehealth, telephone (if telehealth not an option), or in-person visit

Please note that this information is pertinent to telehealth during the COVID 19 response and may not apply outside of this situation.

Telehealth visits:

1. Credentialing:

- Complete two [LMS training](#) modules
 - *Telehealth Provider Training Core*
 - *Telehealth Provider Training Zoom*
 - If you do not see the 2 modules in your LMS, contact [Sarah Schaeffer](#)
- Submit the Privilege Request form provided at the end of the module to [Sarah Schaeffer](#)

2. Telehealth Set Up (Do this well in advance of your first patient)

- Set up your [Zoom account](#)
- Convert your account to a HIPPA compliant [UW Zoom account](#)
 - Once converted, the Personal Meeting ID and Personal Link should contain “uw-phi-zoom.us”
- [Configure your zoom account](#) for telehealth visits
 - Use the job aid attached to configure your settings to match that shown on the job aid
- [Complete initial meeting set-up](#)
 - Select – Schedule a Meeting
 - In the Topic section, type in “Telemedicine Visit”
 - Check the box next to Recurring meeting
 - In the drop down next to Recurrence, select *No Fixed Time*
 - In the Meeting ID section, select *Personal Meeting ID*
 - In the Meeting Password section, leave the box unchecked for *Require meeting password*. In the Video section, select *on* for *Host* and *Participant*. In the Audio section, select *Both*
 - In the Meeting Options section, make sure the box next to *Enable join before host* and *Enable waiting room* is checked. Everything else should be unchecked.
 - Click Save

If you need help with any of the steps above, please contact:

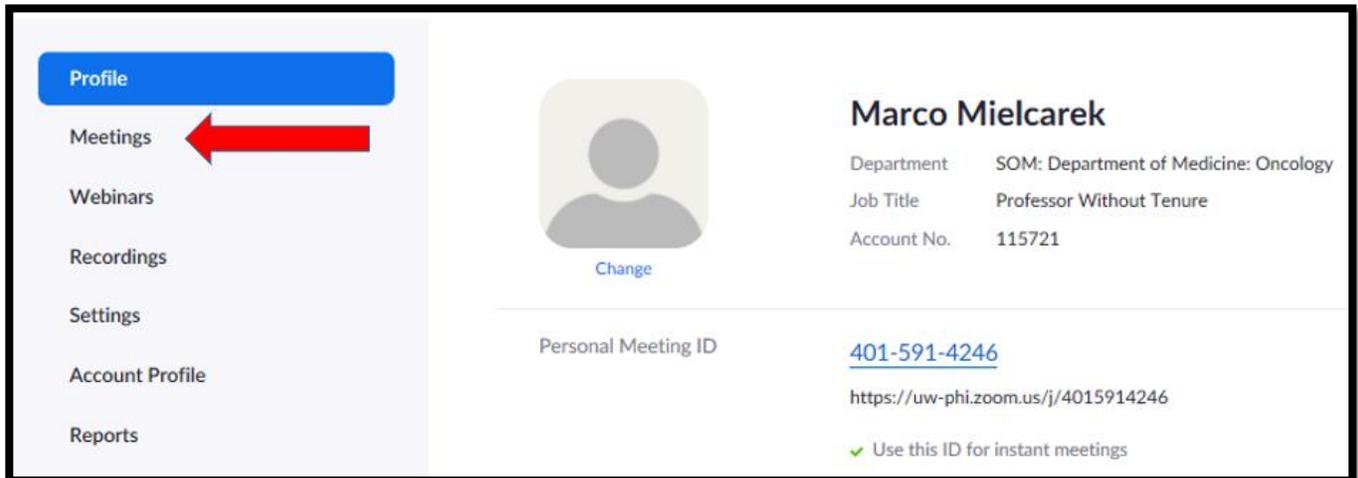
BMT/IMTX/HHM	Anne Nguyen or Hannah Buckendorf
Breast/Sarcoma/THN	Erin Adelman
GI/GU/Renal/Skin	Sheree Bennet
Supportive Care/Wellness/Other	Susan Veleber

3. Prior to your telehealth visit:

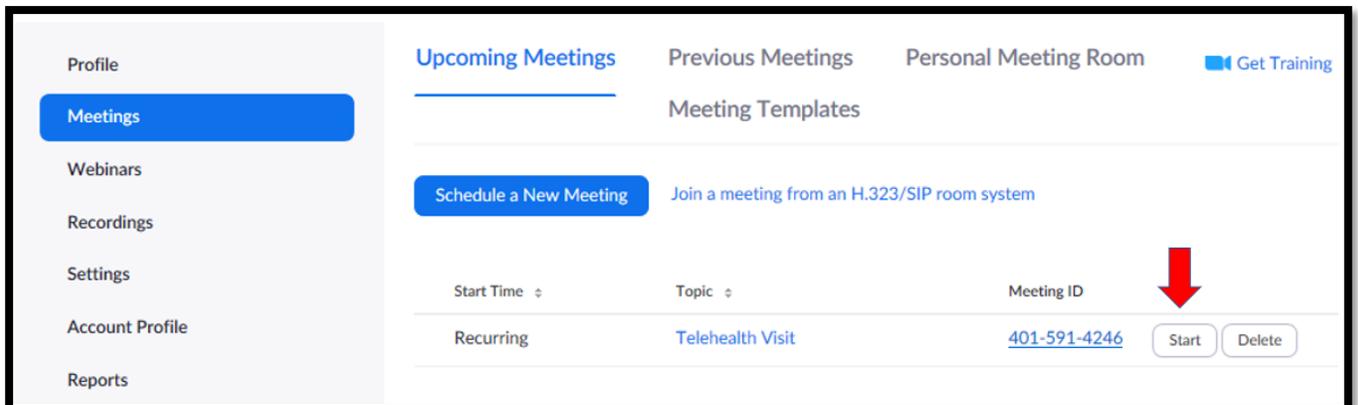
- Zoom must be configured by YOU using your UW credentials. Staff **cannot** do this for you. Do not expect to arrive at the clinic and have it up and running.
- Host a practice session with someone in your group to familiarize yourself with the software and equipment before your first telehealth visit with a patient
- Try being the “patient” using a smartphone or tablet to understand the problems they may face
 - Join a Zoom meeting with one of these devices hosted by yourself or a colleague
- Test computer audio with YouTube video.
- Test camera using webcamtests.com.
- Consider getting a headset with boom microphone.
- If you have any questions, please reach out to the support contact assigned to your group

4. Starting the visit:

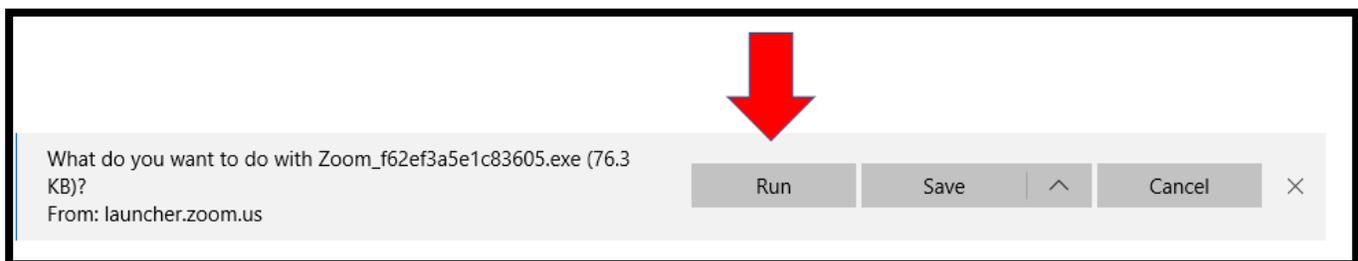
- Arrive in advance of the telehealth appointment and start the Zoom meeting a few minutes before the visit is scheduled to begin
- Have a contact number for the patient so you can call them if they are struggling with the set up
 - They may have to use their smart phone/tablet and download the Zoom app
 - They may need to be cued to turn on the camera and microphone
- There will be a patient assist phone line for the patient to call if needed
- Consider downloading the Zoom app onto your smartphone to use as a backup
- At the start of the appointment time, use Chrome browser to log into your [UW Zoom account](#)
- Select – Meetings



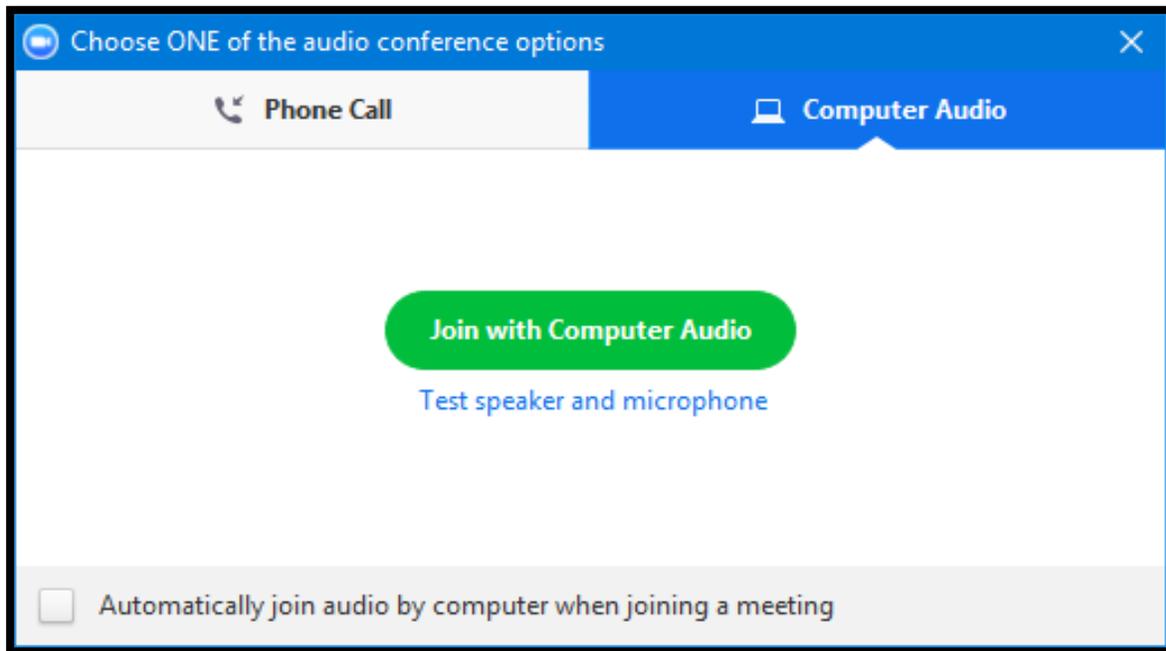
- Find your “Telehealth Visit” meeting and hit start



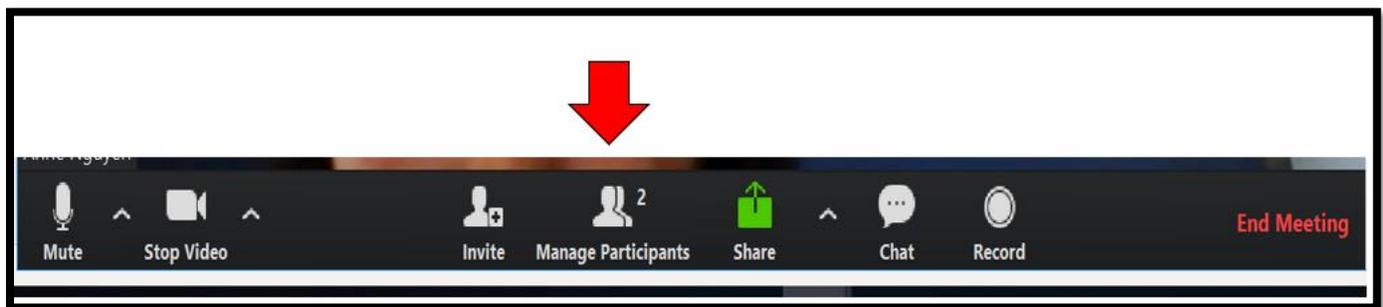
- You will be prompted to “Open URL: Zoom Launcher”
- If Zoom hasn’t been previously installed – download, install and run the Zoom application



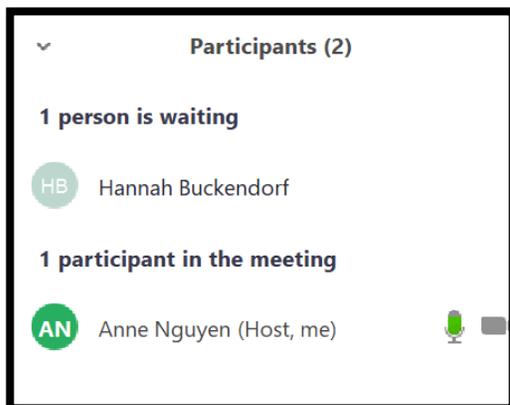
- Join with computer audio



- You are now in the meeting
- Select Manage Participants from the bottom center of the screen:



- A new panel should open to the right of the screen, showing available participants
- Hover over the patient's name, and select "Admit"

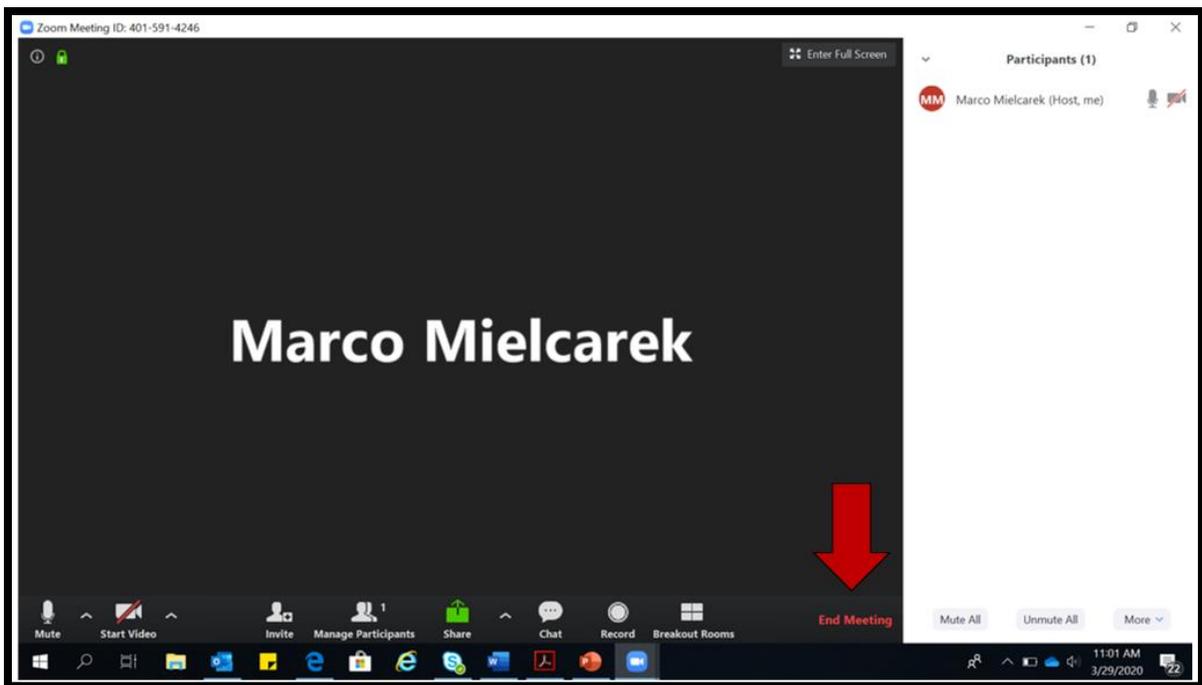


- Before starting the telehealth visit,
 - Ask the patient to verify their name and date of birth
 - Ask the patient for a call back number should you have technical issues or get disconnected during the visit

- Interpreters are accessed through the Zoom platform, instructions for accessing these services can be found [here](#).
- You should review the following verbiage with the patient:
 - *“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]*
- **SPECIAL NOTE:** If you encountered technical difficulty that required you to convert a telehealth visit into a telephone call, please alert your TC that the visit type changed so that he/she can use the proper visit type (Phone Visit, ID 108040).

5. Ending the Visit:

- End the zoom meeting (at the bottom right corner of the screen)



6. After the Visit - for new patients / consults:

- Per standard operating procedure, please call or email referring physician to debrief

7. Documentation and Billing:

The following must be included in your documentation:

- How the visit was conducted (via video conference, telephone)
- Your location (home, office, or clinic)
- Location of the patient and anyone present with the patient
- 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

- **FOR MEDICARE ONLY:** Specify medical necessity of telehealth visit (ex. The patient is immunocompromised and visits should be conducted virtually)

Upon signing your note (dictated in the same fashion as in-person visits) the efee sheet prompt will appear. Choose from either established or new outpatient CPT codes:

- Established Outpatient: 99211-99215
- New Outpatient: 99201-99205
- **Select the GT modifier**

Visit Date:

E&M Visit Type: New Returning Consult
 Post-Op

E&M Visit Level: 99211 (5 mins) 99212 (10 mins) 99213 (15 mins) 99214 (25 mins)
 99215 (40 mins)

E&M Modifiers: R RS EFF 25 GC GT

Returning [X]

99213 [X]

GT

If the visit was converted from telehealth to telephone call, please use the following CPT codes for billing (no additional modifier is required):

- 99441 = 5-10 minute phone call
- 99442 = 11-20 minute phone call
- 99443 = 21-30 minute phone call