

HJAHC

HENRY J. AUSTIN HEALTH CENTER
— QUALITY CARE CLOSE TO HOME —

Best Practices for Effective Physical Telehealth Visits

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For Discussion Today

Telehealth

- People
- Processes
- Technology



Telehealth – The People



People

Think about all the *people/staff* needed to support this work and can they do it remotely?

- Call Center staff – scheduling appointments
- Patient Representatives – registering patients
- Nurses – triaging and screening



People

- Providers – medical decision making
- Medical Assistants or Community Health Workers – confirming visits and ensuring patients can access the system
- *Billing Staff – key in this new process!*

Provider Remote

Gittell

Check-In

Mary Warrington

BHC

Cristina Davia

Nurse

Shamere

MA

Ayesha

Other

Provider Remote

Thompson

Check-In

Norsheakah Lee

BHC

Mary Dashiell

Nurse

Cathy H

MA

Nakisia

Other

Kamia Showell

Provider Remote

J. Osborne

Check-In

Mary Warrington

BHC

Cristina Davia

Nurse

MA

Shakera

Other

Sharia

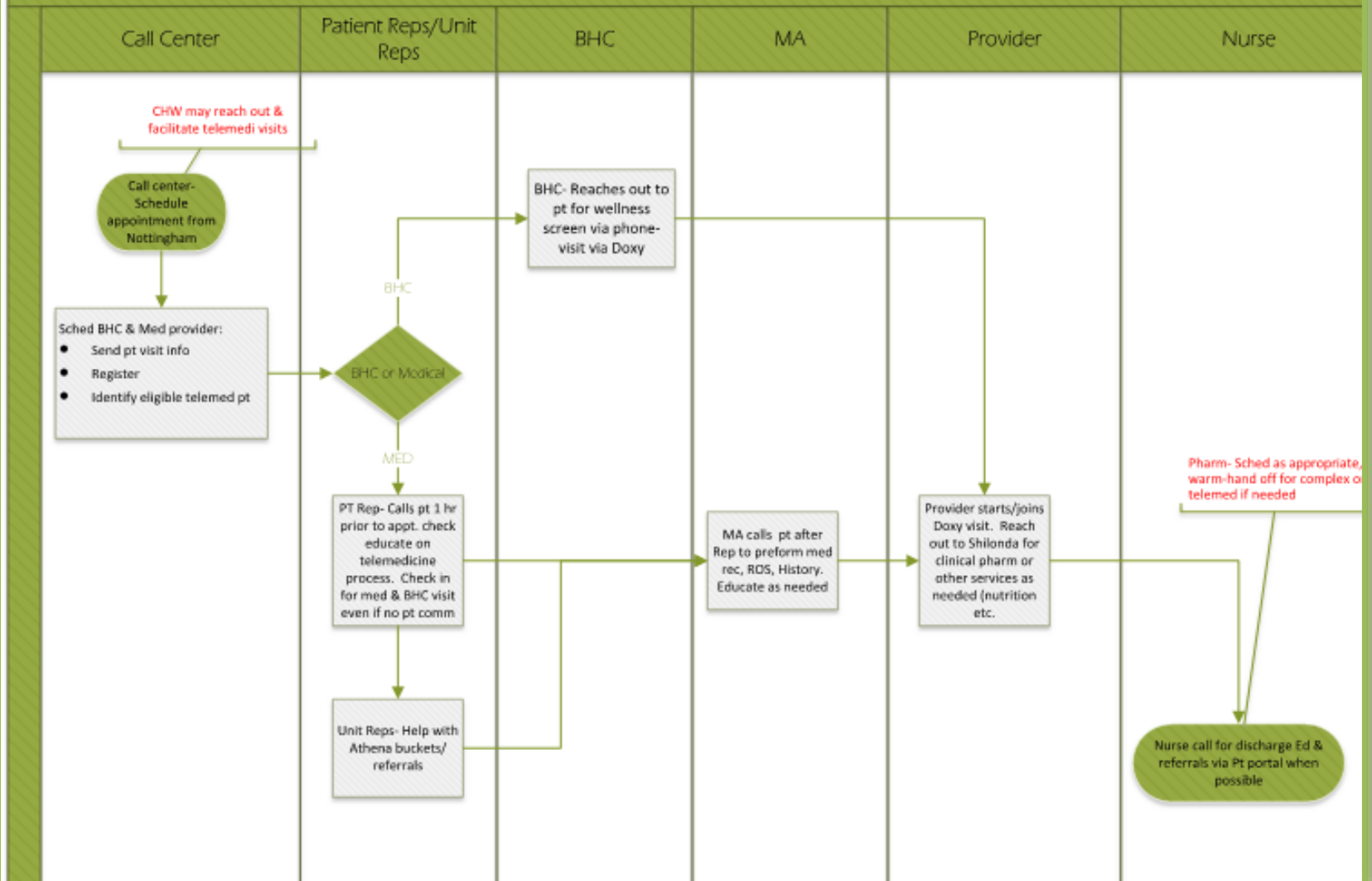
People



Telehealth – Process



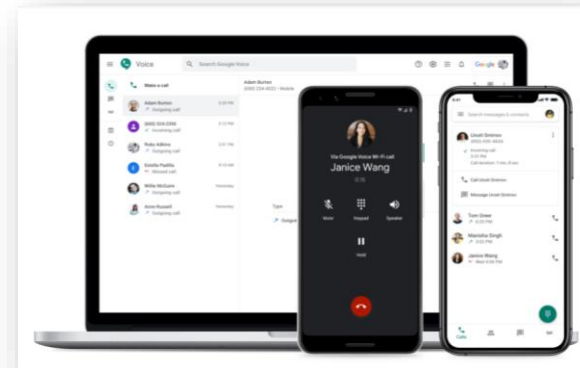
HJAHA Telemedicine Cross Functional Flow Chart



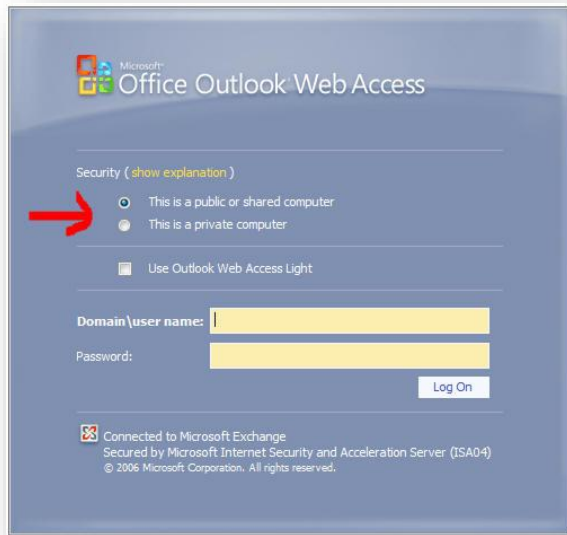
Processes to think about

- How will staff communicate or “meet” with one another: texting, Zoom or some other platform?
- How will staff communicate with patients: cellphones or an internet platform (Zoom Phone, Google Voice, other)?

A voice number works on smartphones and the web so you can place and receive calls from anywhere!



Processes to think about



- How will you share documents and other notices between staff:
Microsoft 365, log in to Microsoft Outlook through a URL?

Processes to think about

- How do you do routine visits and preventative care like well child check-ups with telemedicine?



Telehealth Services are Reimbursable by Medicare, Medicaid and Commercial Plans

You can see patients in their **homes** while the providers are in their **homes!**

Plans must reimburse for **telehealth** the same as a face to face encounter!





Telehealth is

- **Live (synchronous) videoconferencing:** audiovisual link between a patient and a care provider **TELEMEDICINE**
- **Audio only link** between a patient and a care provider **TELEPHONIC**
- **Store-and-forward (asynchronous) videoconferencing:** transmission of a recorded history to a health practitioner, usually a specialist **E-CONSULTS**
- Includes other methods as well

Telemedicine Codes

Service Type	Telemedicine	Telepsych	Telenutrition	Teledentistry
Communication	Audio w/ video	Audio w/ video	Audio w/ video	Audio w/ video
Length of Service	Either < or > 15 Minutes	Either < or > 15 Minutes	Either < or > 15 Minutes	Either < or > 15 Minutes
Provider Type	PCP, GYN, Specialists	Behavioral Health	Dietician	Dentists/Dental Hygienists
Procedures	99201-99205			996
	99381-99387			
	99212-99215			
	99391-99397			

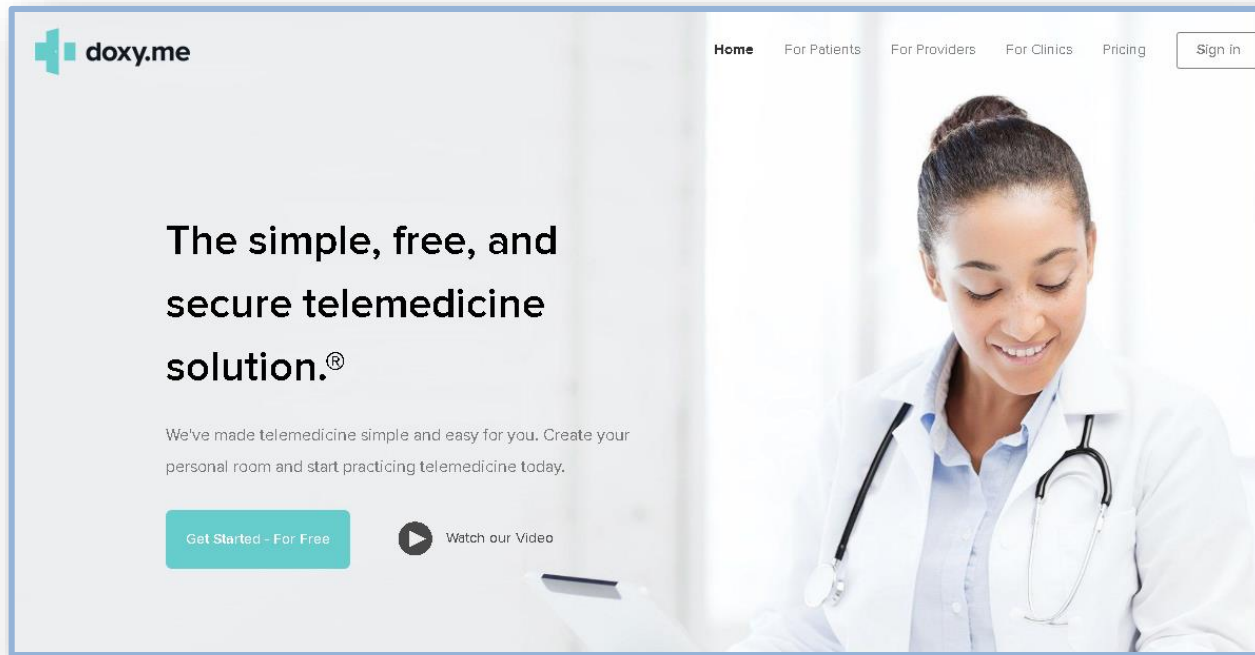
Remember Telephonic codes as well !



Telemedicine Grid . .

Telehealth Claim Submission Per Insurance	Patient at center, Provider at home	Patient at home, Provider at home	Copays / Coinsurance / Deductibles Waived for Duration of Covid-19	Telemedicine CPT's - 15 minutes or more	Telepsych CPT's	Diagnosis Required	POS	Modifier Per Insurance	Covid-19 Copay/Coinsurance/Deductibles Waived Support
Medicare (Straight)	Yes	Yes	Yes	G0466, G0468, G0438, G0467, G0468, G0439	G0469, G0470	Always Z59.6 (HJAHC)	2	NONE	https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/TelehealthSvcsfactsheet.pdf
Medicaid (Straight)	Yes	Yes	Not Applicable	99201-99205, 99381-99387, 99212-99215, 99391-99397	90791/90792, 90832-90837, H2011, 90839	Always Z59.6 (HJAHC)	50	NONE	https://oig.hhs.gov/fraud/docs/alertsandbulletins/2020/policy-telehealth-2020.pdf
Aetna Better Health	Yes	Yes	Yes	99201-99205, 99381-99387, 99212-99215, 99391-99397	90791/90792, 90832-90837, H2011, 90839	Always Z59.6 (HJAHC)	Waiting on verification (2)	Waiting on verification (GT)	
Amerigroup	Yes					Always Z59.6 (HJAHC)	2	NONE	
Horizon NJ Health	Yes					Always Z59.6 (HJAHC)	2	GT	
United HealthCare Community	Yes	Yes	Yes	99387, 99212-99215, 99391-99397	90791/90792, 90832-90837, H2011, 90839	Always Z59.6 (HJAHC)	2	GT, GQ, or 95	
Wellcare	Yes	Yes	Yes	99201-99205, 99381-99387, 99212-99215,	90791/90792, 90832-90837, H2011, 90839	Always Z59.6 (HJAHC)	2	NONE	
Aetna	Yes	Yes	Yes	99201-99205, 99381-99387, 99212-99215,	90791/90792, 90832-90837, H2011, 90839	Always Z59.6 (HJAHC)	2	GT	
				99201-99205, 99381-					

Note need for change in Place of Service (POS) or modifiers depending on insurance carrier!



What is the Technology for Telehealth?

Technology . .

- Free version and an inexpensive version
- Very **fast and easy** to set up for patients and providers !
- Has **audio only** capabilities
- Also has a system to **call patients** from the platform so providers or staff do not need phones!



Tip!

Thank You!

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