Policy

- PCC will offer telemedicine visits to certain established patients who are unable to come into the office for a live visit. The use of telemedicine requires video AND audio capability. This policy is only in place during the COVID-19 Public Health Emergency.
- Eligible patients must meet all the below criteria
  - Technology requirement (must have 1 of the 3)
    - Access to a computer with a web camera AND access to their email
    - Apple l-phone for FaceTime
    - Android with Skype app
    - Note: if patient decides to use a smartphone, you must inform them that they need to be at home. We cannot conduct the visit if they are in a public place.
  - Accepted insurance
    - Medicare (traditional); having a supplement is fine
    - Humana commercial or Humana Gold
    - Peoples Health
    - BCBS Louisiana
    - Aetna
    - Cigna
    - ** UHC currently does NOT allow telehealth
  - Patient eligibility
    - 3-month, 6-month or 1 year follow up appointments OR any visit pre-approved by the clinician
    - Telemedicine cannot be offered to patients currently on active treatment, unless ok’d by a physician/nurse practitioner

Scheduling

- Schedule visit in Onco as MD Telemedicine on either the physician or nurse practitioner schedule
- You will need to verify and type the telemedicine method (computer/email OR type of phone) in the comment box on the MD Telemedicine activity.
  - If using computer, verify patient’s email address. Include this in the activity comment box
  - If using phone, verify cell phone # and inform the patient that the clinician will call from a blocked number at the scheduled visit time
Telemedicine Visit

- Using Doxy.me
  - MA will send the telemedicine link to the patient 30 minutes prior to the visit
  - Open Doxy.me
  - Confirm connection
  - Place patient in virtual waiting room
  - Clinician re-establishes connection and conducts visit

- Using smartphone
  - Clinician needs to block their phone number (*67)
  - Call patient on their confirmed cell number

Visit Documentation

- Indicate this is a telemedicine visit
- Document that you have patient’s verbal consent to conduct a telemedicine visit using the agreed upon communication method

Telehealth Billing

- Use Place of Service 02 for Medicare claims
- Modifier GT may be required for some commercial payers
- 99201-99215 (office or other outpatient visits)
- G0425-G0427 (telehealth consultations, ED or initial inpatient)
- G0406-G0408 (follow-up inpatient telehealth consults)