

Virtual Visit Cheat Sheet

Video Visit (Telehealth Visit)

Interactive audio-visual communication used for office visits that generally occur in-person.

Requirements

- New or Established patient
- Interactive audio-visual
 - Lifesize is the preferred, secure video visit solution available at MultiCare

Documentation

- Visit must be documented in Epic
- Notation that patient consents to visit and connection type (video).
- Notation of which State provider and patient are in
- Same requirements for documentation and billing as in-person visits
- No need to accommodate coding per payor. Enter the codes below and Coding and Billing will do this if needed.
- Can use time for billing
 - >50% in counseling, include actual time spent for counseling and total time
- Sample SmartPhrase: **.videovirtualvisit**

Schedulers

- Virtual Visit [8000] – Video visit using Lifesize or other conferencing platform
- MyChart Virtual Visit [1979] – Video visit using Epic MyChart

Providers

- Use Office Visit encounter
- If typical in-office visit already scheduled OK to just use it as scheduled

Coding / Billing: Enter in Plan - LOS in Epic

New Patient Codes	Established Patient Codes
CPT Code	CPT Code
99201TH 10 min	99211TH 5 min
99202TH 20 min	99212TH 10 min
99203TH 30 min	99213TH 15 min
99204TH 45 min	99214TH 25 min
99205TH 60 min	99215TH 45 min

Pearls for Video Visits

- Position the camera at eye-level
- Look into the camera or narrate what you're doing in Epic
- Remove clutter behind you
- Try to create the atmosphere of a regular in-person visit
 - Introduce yourself
 - Confirm you have the correct patient
 - Wear your white coat and name badge
- Smile

Virtual Visit Cheat Sheet

Phone Visit (Virtual Check-In)

A brief encounter to exchange information between a provider and an established patient.

Requirements

- Established patient only
- Should not be related to a visit within the past 7 days
- Should not lead to a visit within the next 24 hours

Documentation

- Visit must be documented in Epic
- Notation that patient consents to visit
- Notation of which State provider and patient are in
- Notation of connection type
- No need to accommodate coding per payor. Enter the codes below and Coding and Billing will do this if needed.
- Chief Complaint / Reason for the visit
- Relevant history / background
- Assessment
- Plan and next steps
- Total time spent on call
- Sample SmartPhrase: **.phonevirtualvisit**

Schedulers

- Use Phone Consult [404] – creates Office Visit on Provider Schedule

Providers

- Use Office Visit encounter
- If typical in-office visit already scheduled OK to just use it as scheduled
- If creating an Encounter on the fly, use Create Encounter - Office Visit
- Do not use Telephone Encounter

Coding / Billing: Enter in Plan - LOS in Epic

CPT Code	Description
99441TH	Physician Phone Call 5 – 10 min
99442TH	Physician Phone Call 11 – 20 min
99443TH	Physician Phone Call 21-30 min
98966TH	APP Phone Call 5 – 10 mi
98967TH	APP Phone Call 11 - 20 min
98968TH	APP Phone Call 21 - 30 min
G2012TH	Medicare 5 – 10 min

For questions about coding or billing contact Joni Parker, Mgr. – Coding at:

jparker@multicare.org