

# Televisit Problems and Solutions

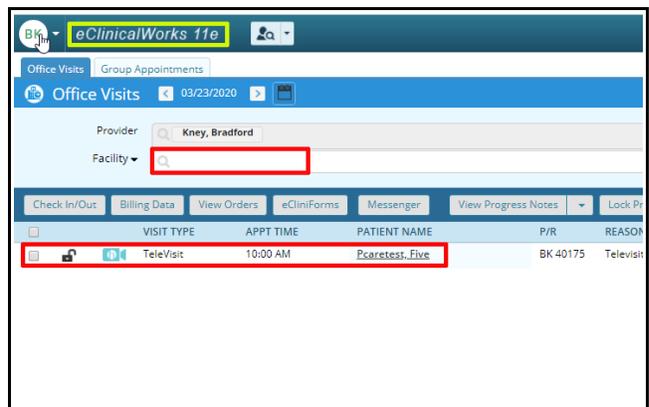
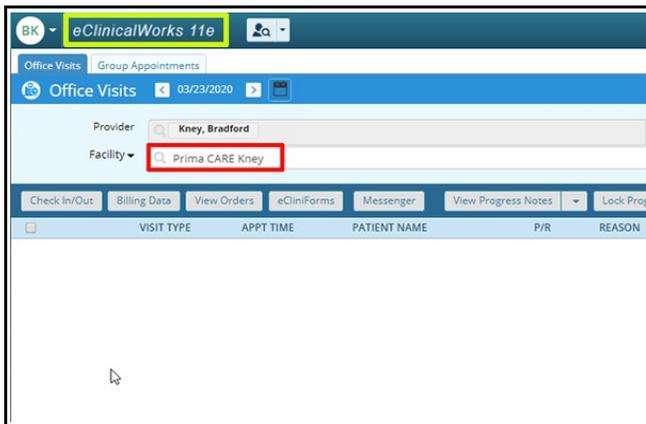
As Prima CARE replaces in-office visits to audio/video televisits, minor glitches are common. This document highlights some of the common issues, and provides suggestions for overcoming those issues.

## Invisible Televisits

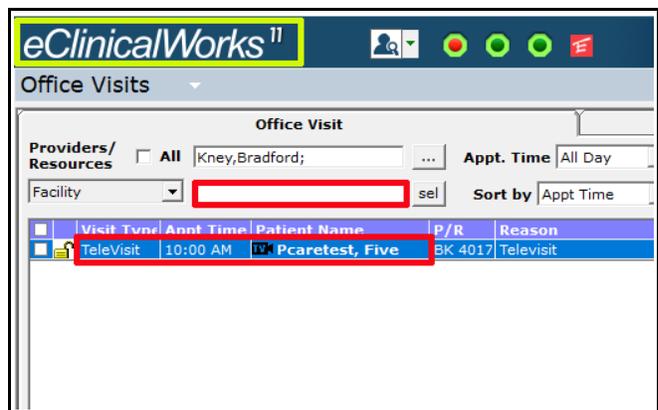
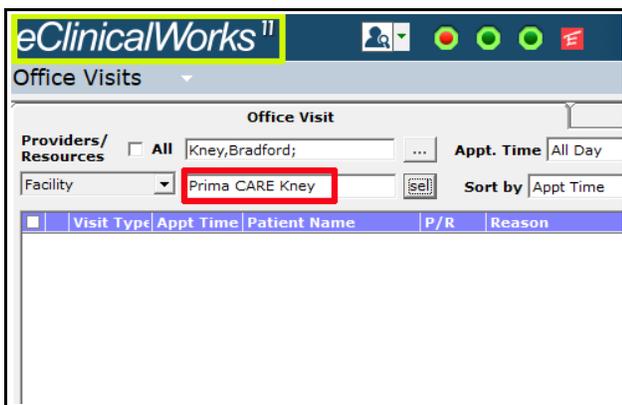
Many staff in Prima CARE have the facility on the office schedule set to their primary facility. For me, this is “Prima CARE Kney”. Televisits are booked under the facility “Prima CARE Televisit”, and will not appear if ONLY the provider's facility is selected.

Select the facility, then hit the backspace or delete button to empty the box. Once this is done, ALL visits using any facility for the provider will be visible.

Screenshots from eCW 11e:



Screenshots from eCW 11:



## Patient Not Web-Enabled

Some patients (and some doctors, too) do not have a computer or a cellphone, and are unable to be web enabled. Many of these patients have children, grandchildren, or friends who are willing to serve as their surrogate, and that person's email can be entered to web-enable the patient. But a small minority of patients simply have no options, but still want an audio-only televisit.

Both eCW 11 and eCW 11e allow “AUDIO” televisits to be booked even if the patient is not web-enabled.

However, for patients who want an audio plus video visit (visit type = “TeleVisit”), being web-enabled is necessary.

But if a patient is going to attend an audio plus video televisit, then obviously he/she is using someone's email account to access Doxy.me. This email can be entered in the box (in yellow) above, and the “w” box can be checked. The appointment can then be added to the provider's schedule.

For patients who are invited by text, and refuse to divulge their email address (yes, this is happening) or they don't use email at all – make up an email address, like “[noemail@nonsense.com](mailto:noemail@nonsense.com)”.

Just remember that the information entered in eCW has NOTHING to do with the Doxy.me connection. Doxy.me and eCW are entirely **separate** programs that do not interface (unlike Healow).

The following link goes into more detail on this with more screenshots and options:

[http://www.drkney.com/Videos\\_BDK/WebEnable.pdf](http://www.drkney.com/Videos_BDK/WebEnable.pdf)

## Doxy.me Questions

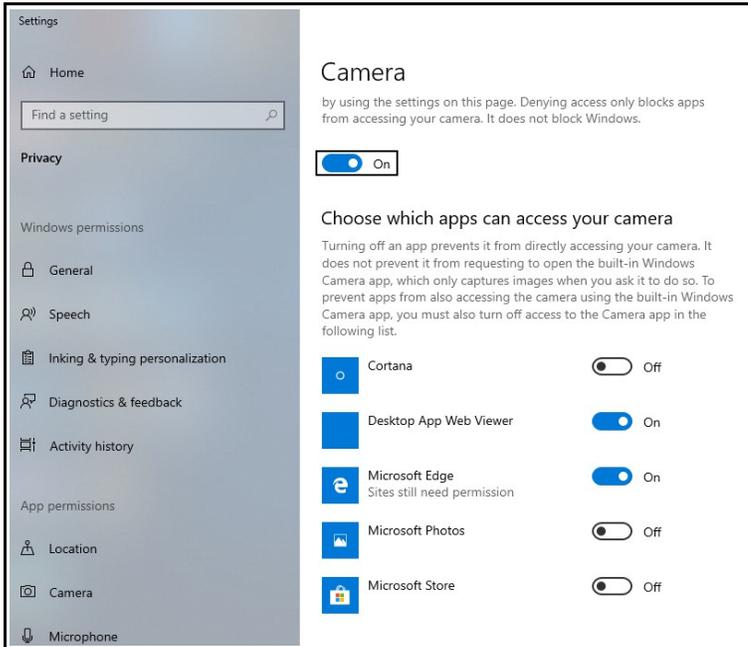
### What room name should I use?

The name can't have spaces – I used “drkney”.

### Do I need to upgrade to Professional (\$35 per month) or Clinic (\$50 per month)?

No. Doxy.me works well without the paid subscriptions. BUT if you want to be able to invite patients by text or use the on-line camera, you need to upgrade to the Professional version. The image quality is also better with the professional version, though I found taking screenshots with Snagit provided pretty high quality images.

# Laptop Camera Not Working

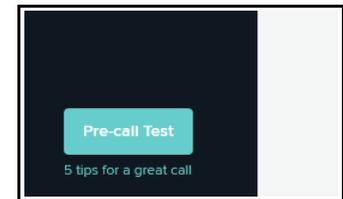


Each laptop is different, but most problems can be solved by going to the settings page for the camera. Just click on the Windows icon at the bottom left of the screen, and type “camera” - and open the camera settings page.

This page will look different for different laptops, but just make sure the camera is on, and that web pages are enabled to use the camera.

Settings on this page do not require an IT administrator to change. If, however, you still have problems, contact Prima CARE IT for help.

If your camera seems to be set up correctly, but you can't use it in Doxy.me, click on “Pre-call Test” to set up the camera and microphone.



## What Platform Should I Use for Audio Plus Video TeleVisits?

Providers have the option of using:

- Healow (there is a charge to Prima CARE of \$2 per visit for this service)
- Doxy.me (no charge, but costs \$35 per month if you want the Professional version)
- Facetime (not HIPAA-compliant, but this requirement is currently being waived by Feds and MA)
- Skype (not HIPAA-compliant, but this requirement is currently being waived by Feds and MA)

I personally prefer Doxy.me – the basic service is free, I find it pretty easy to use, and it is pretty easy for the patients to use. If you have the Professional version, you can invite patients via text, and with one tap, the patient is in your waiting room.

## What To Do When a Face-To-Face Visit is Needed

During the Prima CARE shutdown, most patient visits will be carried out using a telemedicine platform. Patients can be assessed via audio and video streaming; labs and X-rays can be ordered (using eCW 11 or 11e). Prima CARE lab and X-ray will be open during the week. If a provider decides that a televisit is inadequate to evaluate the patient, a room can be booked at the Fall River Walk-In for the provider to meet the patient in person by TigerTexting or calling Ana Bela Garcia (508-264-7286), or the patient can be sent to the Walk-In (8 AM to 4 PM, Monday through Friday) or emergency room for a face-to-face visit.

Patients suspected of having COVID should not be sent to the Walk-In, but can be sent to the Prima CARE COVID testing drive-thru (so long as testing supplies last).

## Can I Do “Routine” Visits as Televisits?

Yes, routine follow-up visits can be completed as televisits if they are medically necessary and:

- The patient requests the visit – when you or your staff call the patient to cancel the in-office appointment, ask if the patient would like to request a televisit.
- The note created in eCW 11 or 11e documents the reason for the visit – I would recommend instead of entering something like “FU HTN”, enter “Visit to monitor efficacy of treatment and potential side effects of medications used to treat HTN”
- If using Doxy.me, include the “Doxy” statement in either the chief complaint or HPI (explained in the following link: [http://www.drkney.com/Videos\\_BDK/doxyme.pdf](http://www.drkney.com/Videos_BDK/doxyme.pdf)). If you use Healow, include a statement of consent for the visit (an example is shown in this link: [http://www.drkney.com/Videos\\_BDK/Televisit\\_consent.pdf](http://www.drkney.com/Videos_BDK/Televisit_consent.pdf)).

## I Don't Have eCW 11 on My Home Computer

If you don't have a Prima CARE laptop with eCW 11 installed on it, then you must use eCW 11e from home. The appearance of eCW 11e is a bit different from eCW 11, but it functions in the same way. Use the same username and password; everything done in eCW 11e is reflected immediately in eCW 11, and vice versa.

All providers are set up with access to eCW 11e, but most support staff are not. If a member of your staff needs access to eCW 11e, contact Mary Jane. Google Chrome is necessary for eCW 11e – no other browser is supported.

The url for 11e: <https://maprimapp.ecwcloud.com/mobiledoc/jsp/webemr/login/newLogin.jsp>

For those new to eCW 11e, check out: [http://www.drkney.com/Videos\\_BDK/11e\\_crash.pdf](http://www.drkney.com/Videos_BDK/11e_crash.pdf).

If you are logging in to eCW 11e for the first time, you may need to set up the Google Authenticator – [http://www.drkney.com/Videos\\_BDK/11e\\_login.pdf](http://www.drkney.com/Videos_BDK/11e_login.pdf).

## How Do I Bill For a Televisit?

All commercial insurers, MassHealth, and Medicare reimburse the full in-office amount for a televisit that includes audio plus video, and is billed using the standard E&M codes (like a 99213). The time component of the visit may be an important component of choosing the right E&M code, especially for new patient visits. This is discussed in greater detail in the following document:

[http://www.drkney.com/Videos\\_BDK/Televisit\\_coding.pdf](http://www.drkney.com/Videos_BDK/Televisit_coding.pdf)

**Medicare does NOT reimburse E&M codes for audio-only televisits.** Medicare covers “Virtual Check-In” visits, and reimburses \$15 for a 5-10 minute phone call. Medicare also has reimburses 3 codes for longer telephone calls:

- 99441 - Telephone evaluation and management service provided by a physician to an established patient, parent, or guardian not originating from a related E/M service provided within the previous 7 days nor leading to an E/M service or procedure within the next 24 hours or soonest available appointment; 5-10 minutes of medical discussion. Payment \$14.44.
- 99442 - Telephone evaluation and management service provided by a physician to an established patient, parent, or guardian not originating from a related E/M service provided within the previous 7 days nor leading to an E/M service or procedure within the next 24 hours or soonest available appointment; 11-20 minutes of medical discussion. Payment = \$28.15.
- 99443- Telephone evaluation and management service provided by a physician to an established patient, parent, or guardian not originating from a related E/M service provided within the previous 7 days nor leading to an E/M service or procedure within the next 24 hours or soonest available appointment; 21-30+ minutes of medical discussion. Payment = \$41.14.

To the best of my knowledge, all other insurers in Massachusetts are covering audio-only visits using the same codes for in-office visits during the COVID pandemic.

## Do I Need to Get Patient Consent for a Televisit?

Yes. All televisits require documentation of verbal consent from the patient to conduct the visit. We have added 2 keyword shortcuts to the chief complaint and HPI of eCW.

- **Phone:** "This encounter is being provided at the patient's request and with their consent, using audio only in a phone call. Documentation and billing utilize eClinicalWorks."
- **Doxy:** "This encounter is being provided at the patient's request and with their consent, using audio-visual telemedicine technology of Doxy.me. Documentation and billing utilize eClinicalWorks."

Please make sure to add one of these statements to EVERY televisit note. If you are not using Doxy.me as the audio/video platform, change the “Doxy.me” in the statement above to "Facetime" or "Skype" or "Healow".

In addition to documenting that consent was obtained, you must document WHO obtained the consent.

Add this documentation to every visit:

- Telehealth modality used during the visit (Doxy.me, Healow, Facetime, Skype, Doximity Video)
- Location of patient
- Location of provider
- Consent for the visit, as well as documentation of who obtained consent (the “Doxy” and “Phone” keywords in eCW provide a generic consent statement – simply add “Consent obtained by [Prima CARE staff member]”
- Names of others people present with the patient (if applicable)

## Billing for Televisits

The billing requirements for televisits change from day to day! It is very confusing – so don't worry about it. Don't worry about the place of service, or modifiers, or what the different insurers will cover or not cover. Just bill your usual E&M codes for full visits (whether audio or audio plus video) – and the billing department will figure things out downstream. DO make sure that the appointment was set up properly (type = “AUDIO” or “TeleVisit”), DO make sure to add the “TELVT” CPT code, DO make sure to record the facetime and duration of the visit, and DO make it clear what modality is being used for the visit (phone only, audio plus video platform [and make sure to identify that platform in the note]). This will provide the billing staff with the necessary information to properly code the visit.

Code	Description	Level	Reimbursement (non-facility)	wRVU
99201	Face to face and Video	New Pt Level 1	\$ 46.56	0.48
99202	Face to face and Video	New Pt Level 2	\$ 77.23	0.93
99203	Face to face and Video	New Pt Level 3	\$ 109.35	1.42
99204	Face to face and Video	New Pt Level 4	\$ 167.09	2.43
99205	Face to face and Video	New Pt Level 5	\$ 211.12	3.17
99211	Face to face and Video	Estd. Pt Level 1	\$ 23.46	0.18
99212	Face to face and Video	Estd. Pt Level 2	\$ 46.19	0.48
99213	Face to face and Video	Estd. Pt Level 3	\$ 76.15	0.97
99214	Face to face and Video	Estd. Pt Level 4	\$ 110.43	1.50
99215	Face to face and Video	Estd. Pt Level 5	\$ 148.33	2.11
99441	Telephone only Physician	New or Estd - 10 Mins	\$ 14.44	0.25
99442	Telephone only Physician	New or Estd - 20 Mins	\$ 28.15	0.50
99443	Telephone only Physician	New or Estd - 30 Mins	\$ 41.14	0.75
98966	Telephone only non-Physician	New or Estd - 10 Mins	\$ 14.44	0.25
98967	Telephone only non-Physician	New or Estd - 20 Mins	\$ 28.15	0.50
98968	Telephone only non-Physician	New or Estd - 30 Mins	\$ 41.14	0.75