

Scheduling Telemedicine Visits

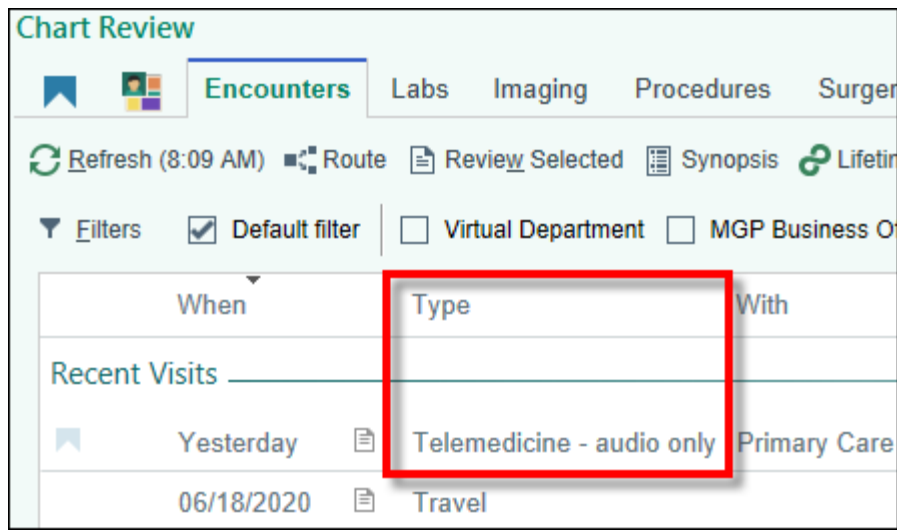
Problem Statement:

Video visits are being scheduled using the 'Telemedicine Phone' visit type, which creates an 'Audio' encounter type and is causing edits (more work for coders on the back end) because we are expecting a phone modifier in these cases. The MGPO also relies on the correct encounter type for billing in certain areas.

Solution:

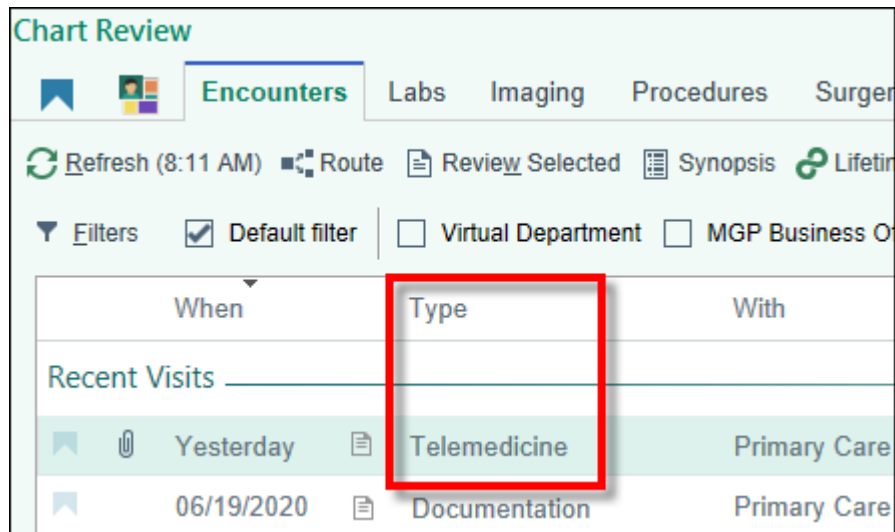
Work with providers to determine best modality for VV. If a video visit is planned, be sure to schedule using an Epic-integrated visit type (STDA if not enrolled in PG), which will create a 'Telemedicine' encounter and can be billed at a higher rate.

Chart Review – Telemedicine - audio only



When	Type	With
Recent Visits		
Yesterday 06/18/2020	Telemedicine - audio only	Primary Care
	Travel	

Chart Review – Epic-integrated/STDA VV



When	Type	With
Recent Visits		
Yesterday 06/19/2020	Telemedicine	Primary Care
	Documentation	Primary Care

NOTE:

- Both types of visits are currently being reimbursed at the same rate, except Medicare, but this could change.
- If type of virtual visit changes at time of appointment, the visit type does not need to be updated after the fact.