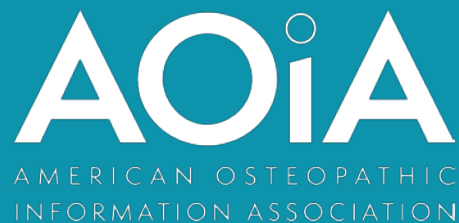


TELEMEDICINE SUCCESSFULLY PRACTICING MEDICINE FROM A DISTANCE

Michael Brown, DO



Background

- Full-time Family Medicine Physician
- President-elect for MAOPS
- Former Assistant CMIO
- Former Director of Telemedicine



Telemedicine Experience

- Created the first direct to consumer telemedicine program in Missouri
- Trained and operated a full team of APRNs
 - 24/7 Acute Care Direct to Consumers Homes
- Currently operating a practice that fully blends live visits with telemedicine

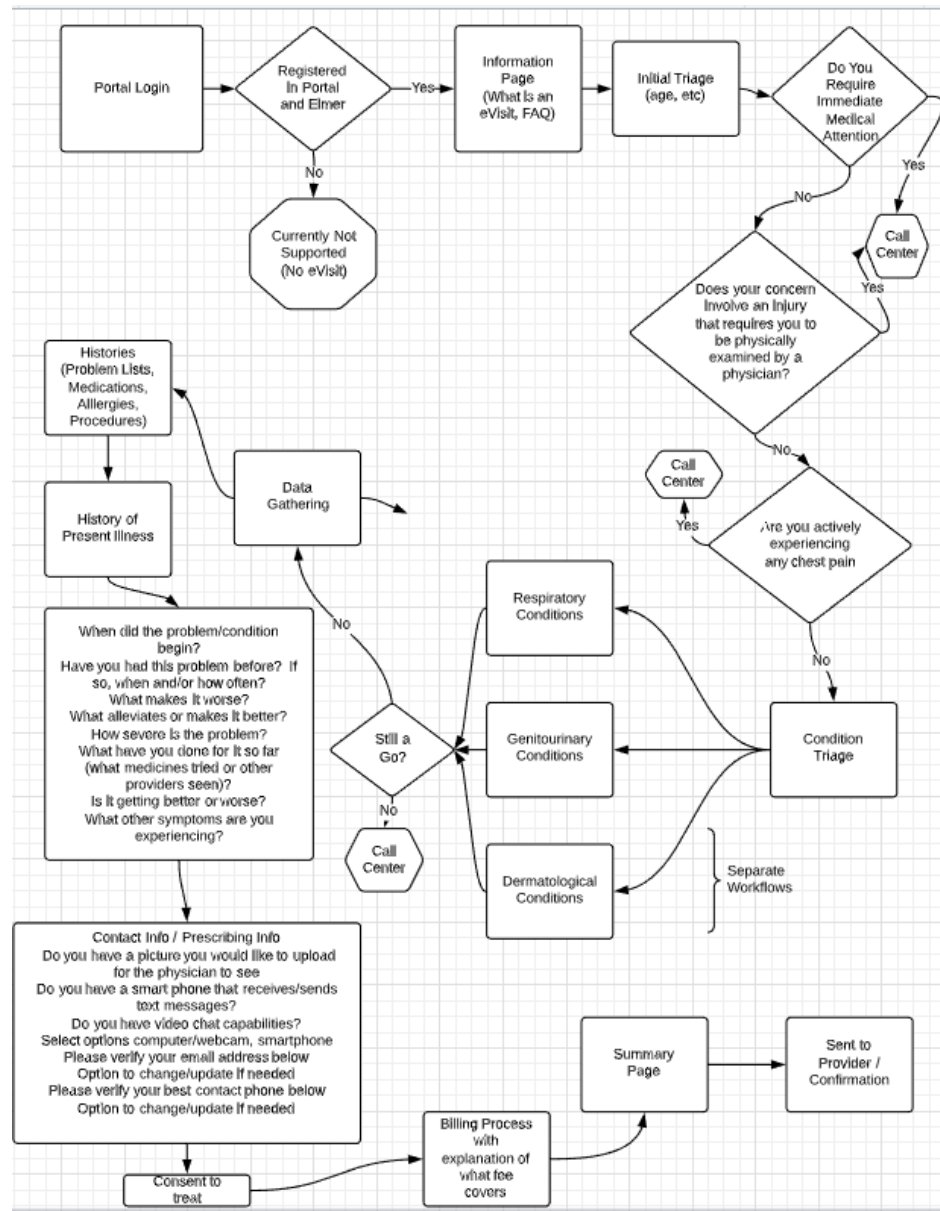
The background features two teal-colored geometric shapes: a large trapezoid on the left and a smaller triangle on the right, both pointing towards the center. The text is centered between these shapes.

Well this is new?
(or my disclaimer)

Telemedicine Complaints (Pre-COVID)

- Poorly Reimbursed
- High Technology Costs
- Complex Processes (Physician and Patient)
 - Billing
 - Technology / Security
 - Documentation

Can We Do a Telemedicine Visit Decision Tree (Pre-COVID)?



COVID-19 & Telemedicine

- March 17th
 - Trump Administration announced expanded Medicare telehealth coverage
 - “CMS will **temporarily** pay clinicians to provide telehealth across the entire country”
 - Many states have enacted emergency changes to support this

Clinicians can bill immediately for dates of service starting March 6, 2020. Telehealth services are paid under the Physician Fee

Schedule at **the same amount as in-person services**. Medicare coinsurance and deductible still apply for these services.

Additionally, the HHS Office of Inspector General (OIG) is providing **flexibility for healthcare providers to reduce or waive cost-sharing for telehealth visits** paid by

federal healthcare programs.

<https://www.cms.gov/newsroom/press-releases/president-trump-expands-telehealth-benefits-medicare-beneficiaries-during-covid-19-outbreak>

Do They Have to Already be a Patient?

- State Laws May Exist Around This
- “To the extent the waiver (section 1135(g)(3)) requires that the patient have a prior established relationship with a particular practitioner, HHS will not conduct audits to ensure that such a prior relationship existed for claims submitted during this public health emergency.”

Where Can the Patient Be?

- “Medicare will make payment for Medicare telehealth services furnished to beneficiaries in any healthcare facility and in their home.”

Should I Charge a Copay?

- “The Medicare coinsurance and deductible would generally apply to these services. However, the HHS Office of Inspector General (OIG) is providing flexibility for healthcare providers to reduce or waive cost-sharing for telehealth visits paid by federal healthcare programs.”

Summary of Medicare Telemedicine Services


TYPE OF SERVICE	WHAT IS THE SERVICE?	HCPCS/CPT CODE	Patient Relationship with Provider
MEDICARE TELEHEALTH VISITS	A visit with a provider that uses telecommunication systems between a provider and a patient.	Common telehealth services include: <ul style="list-style-type: none"> • 99201-99215 (Office or other outpatient visits) • G0425–G0427 (Telehealth consultations, emergency department or initial inpatient) • G0406–G0408 (Follow-up inpatient telehealth consultations furnished to beneficiaries in hospitals or SNFs) For a complete list: https://www.cms.gov/Medicare/Medicare-General-Information/Telehealth/Telehealth-Codes	For new* or established patients. *To the extent the 1135 waiver requires an established relationship, HHS will not conduct audits to ensure that such a prior relationship existed for claims submitted during this public health emergency
VIRTUAL CHECK-IN	A brief (5-10 minutes) check in with your practitioner via telephone or other telecommunications device to decide whether an office visit or other service is needed. A remote evaluation of recorded video and/or images submitted by an established patient.	<ul style="list-style-type: none"> • HCPCS code G2012 • HCPCS code G2010 	For established patients.
E-VISITS	A communication between a patient and their provider through an online patient portal.	<ul style="list-style-type: none"> • 99421 • 99422 • 99423 • G2061 • G2062 • G2063 	For established patients.

What About HIPAA?

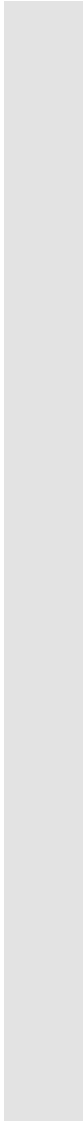
- “Effective immediately, the HHS Office for Civil Rights (OCR) will exercise enforcement discretion and **waive penalties** for HIPAA violations against health care providers that **serve patients in good faith** through everyday communications technologies, such as **FaceTime or Skype**, during the COVID-19 nationwide public health emergency. ”

Medicare Guidelines

“The provider must use an interactive audio **AND** video telecommunications system that permits real-time communication between the distant site and the patient at home. ”



Remember Medical
Licensure is a State
Issue



Missouri Case Study

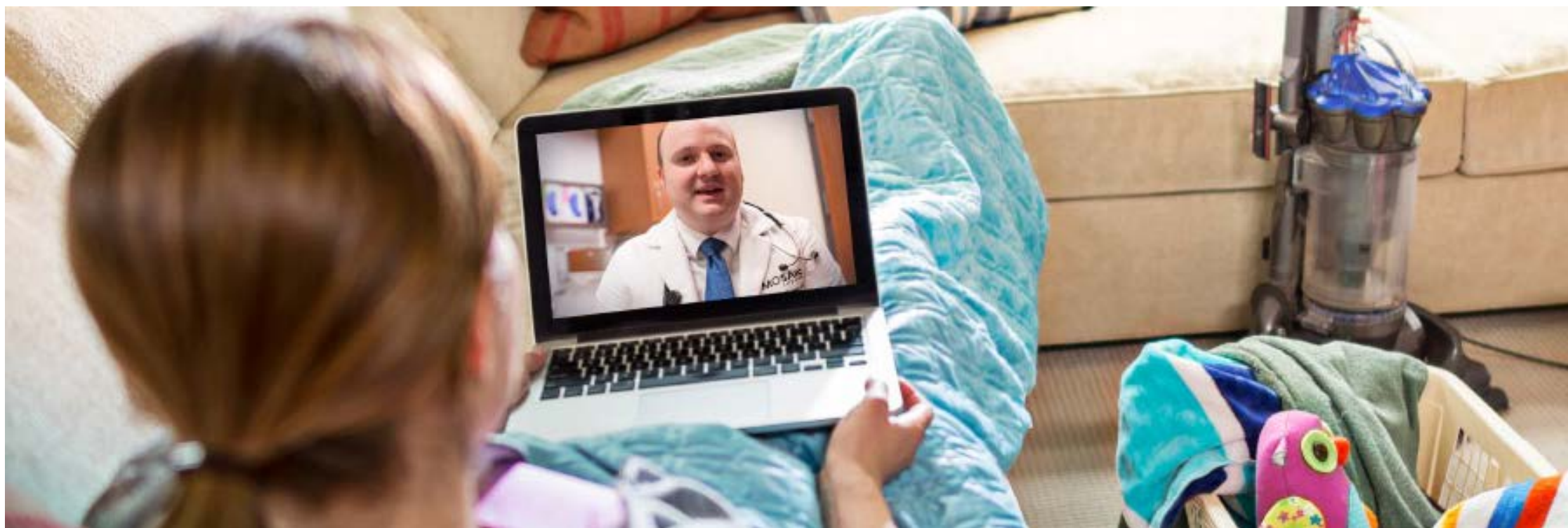
- States vary in their telemedicine laws – **See your state for specifics**
- Missouri Medicaid has chosen to cover telemedicine similar to Medicare
- Waived the need to establish a relationship prior to telemedicine
- Waived the need to be established prior to prescribing medications to patients (including controlled substances)
- Waived the requirement that you be licensed in the state of Missouri to perform telemedicine in Missouri

State by State
COVID-19
Resource Links

- <https://www.aota.org/~media/Corporate/Files/Practice/Manage/State-Resources-Coronavirus-COVID19.pdf>

What about Commercial Insurers

- <https://www.ahip.org/health-insurance-providers-respond-to-coronavirus-covid-19/>
- For an example: **Blue Cross and Blue Shield of Kansas City** will waive cost-sharing for COVID-19 testing and eliminate prior authorizations for COVID-19 services. The company is waiving refill limits for 30-day maintenance medications, as well as fees for urgent/sick virtual care visits. It is offering same- or next-day therapy appointments to help ease anxiety about coronavirus.”
- Only carrier our billing department warned about was Cigna at this time



How am I Putting This All Together?

Since
3/19/2020

- Very responsive administration
- Increased our commercial telemedicine provider to cover entire physician population
- Until that time authorized to use private video conference technology
- Widely accepted among providers (most were already requesting this)

Technologies
we are using

- Facetime
- Skype
- Facebook Messenger (not live video)
- Google Hangouts

To Setup FaceTime with a Work Email

- First you must load your work email on to your apple ID account as a way for people to contact you.
- <https://ios.gadgethacks.com/how-to/add-remove-email-addresses-be-reached-for-facetime-your-iphone-0178860/>
- Then you will want to change your Caller ID under your FaceTime settings.
- <https://ios.gadgethacks.com/how-to/change-your-facetime-caller-id-email-address-phone-number-0178859/>

18:24



< Settings

FaceTime

YOU CAN BE REACHED BY FACETIME AT

✓ +1 (916) 555-0178

✓ [redacted]@gmail.com

[redacted]@icloud.com

✓ [redacted]@mac.com

✓ [redacted]@me.com

CALLER ID

✓ +1 (916) 555-0178

[redacted]@gmail.com

[redacted]@mac.com

[redacted]@me.com

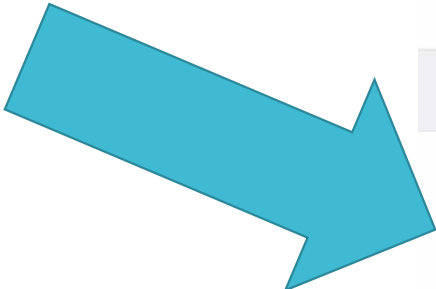
FaceTime Live Photos



Allow Live Photos to be captured during a FaceTime Video call.

CALLS

Blocked

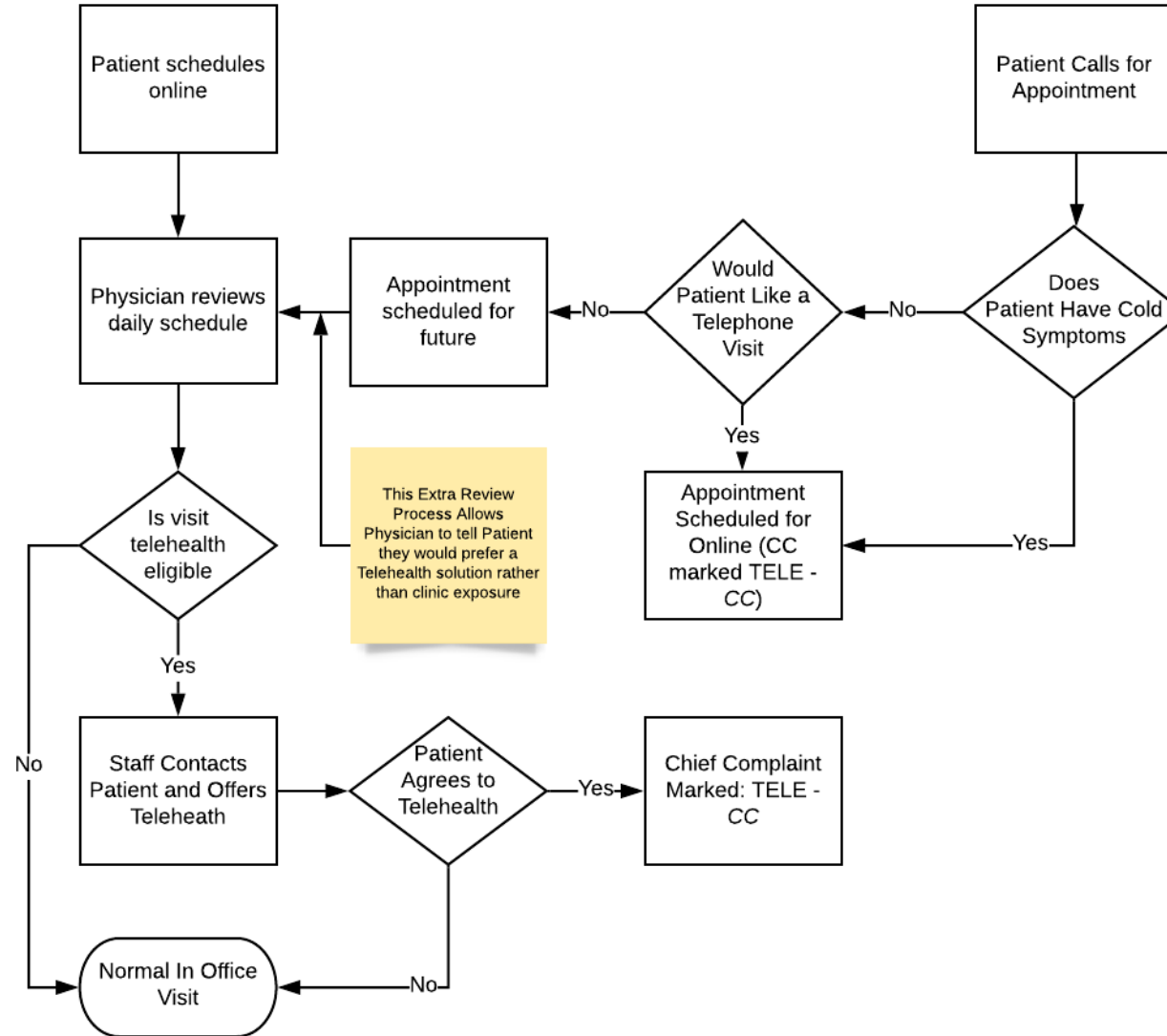


To Setup
Skype With
Work Email

Best Use Ideas

- Use Your Work Email to Create Accounts
- If Creating Dummy Accounts – Set Autoresponder That the Account is not Monitored (less favorable)
- Apple Products Work Well (use what you have)

Telehealth or Office Visit Decision Tree - Medicare/Medicaid



Reason

TELE - Depression F/U

MED REFILL/FMLA PAPERWORK

NKCH- CHEST PAIN- NEEDS BMP

TELE/ ECZEMA

MEDICATION FU

LEFT EARACHE

POSS UTI

TELE- FOLLOW UP

PAIN IN VAGINA

Telemedicine Complaints (Pre-COVID) - Revisited

- Poorly Reimbursed
 - Now the same

Telemedicine Complaints (Pre-COVID) - Revisited

- High Technology Costs
 - Use what you already own
 - Cell Phone, Laptop
 - Skype, Facetime, Facebook Messenger (all free)

Telemedicine Complaints (Pre-COVID) - Revisited

- Complex Processes (Physician and Patient)
 - Billing – Same Codes
 - Technology / Security – Currently Waived
 - Documentation – Same Documentation (just say you did it by telemedicine and the patient agreed to it)
 - Don't document the lungs are clear every visit

Take Homes

- Get your coders on board
- Get your IT department on board (this may be you)
- Get moving now

Michael Brown \$0.00

People, groups & messages

Chats Calls Contacts Notifications

Meet Now New Chat

RECENT CHATS



Start chatting on Skype

Use Search to find anyone on Skype.

Skype

Welcome, Michael



Tell your friends what you're up to



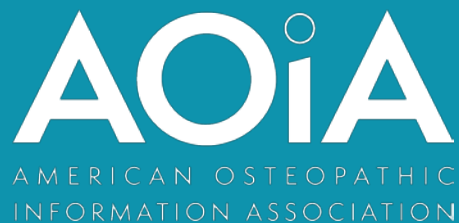
Start a conversation

Search for someone to start chatting with or go to
Contacts to see who is available.

You are signed in as *michael.brown@meritashealth.com*
Try [switching accounts](#) if you do not see your contacts or conversation history.

[Learn more](#)

RESOURCES



AOA Resources

www.osteopathic.org/covid-19

<https://aoaonlinelearning.osteopathic.org/course/index.php?categoryid=40>

Telemedicine Platforms

Remote Monitoring of COVID-19 Patients

Ceras Health – <https://cerashealth.com/aoa.html> - 877-723-7277

Patients download the Ceras app and enter vitals three times a day. Readings are monitored by a Ceras RN. If the readings raise an alert, Ceras will notify the patient and provider for follow up. Consult with Ceras on your state reimbursement. No implementation fee for AOA members

Free COVID video consultations

Bluestream Health is offering AOA members free access to HIPAA-compliant video sessions with patients during the COVID-19 crisis. Bluestream will create a platform for the provider to send a secure invite to your patient via text or email. The patient clicks on the link to begin a HIPAA-compliant video session with provider. membervalue@osteopathic.org to receive the link.

Find links at osteopathic.org/membervalue

Questions? membervalue@osteopathic.org

Questions & Answers

Physician Services Department

1-312-202-8194

physicianservices@osteopathic.org

THANK YOU

