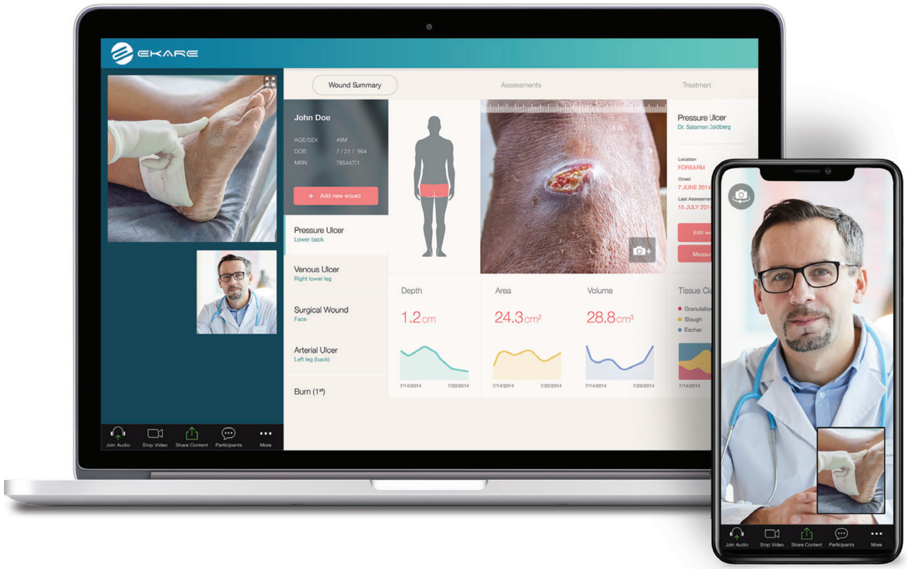
Telehealth Best Practices



Set Up the Environment

- [ ] Designate a quiet, well-lit and private area for the e-visit.
- [ ] For the video conference, the light may be overhead and/or in front of you.
- [ ] Use hard-wired internet to minimize connectivity problems during the e-visit.
- [ ] Test the video conferencing app before the e-visit and keep a support number on hand in case of technical problems.
- [ ] Adjust the camera so you fill as much of the screen as possible.

Managing the E-Visit

- [ ] Establish an efficient workflow for telehealth. While staff may support telehealth services, only provider's time is billable.
- [ ] At check-in, confirm patient identity and obtain consent.
- [ ] Initiate a warm hand off from nurse/medical assistant to provider.
- [ ] Look directly into the camera and not at the video feed, which will inadvertently relay lack of eye contact to the patient.
- [ ] At the end of the visit, summarize and explain follow-up steps. If needed, initiate a warm hand off back to nurse/medical assistant for scheduling future appointments.

Coding and Payment

- [ ] Have a list of common evaluation and management (E/M) codes and telehealth specific codes on hand.
- [ ] Add modifier-95 for telehealth services which are synchronous or real-time.
- [ ] Modifier-95 should not be used with asynchronous services.
- [ ] Engage in auditing of telehealth claims for proper coding and clinical documentation to minimize denials.
- [ ] State level policies continue to evolve. Stay ahead of the developments and ensure you are providing services in accordance with your state laws and regulations.

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