

Update to Temporary Telehealth Billing

Hi all – We received updated guidance issued regarding MassHealth and Telehealth billing. Below is the updated information as given to us.

Telehealth Triage Visits: 99441, 99442, 99443

This category will change to, “*Telehealth Triage*,” on the E&M Code Button.

All of these visits are only valid in the following cases:

- 1) Phone Call Triage.
- 2) Not as Follow-Up to a visit 7 days prior, related to the subject of the current call.
- 3) Does Not lead to a visit within 24 hours.
- 4) Must be an established patient. We must have a medical history with them.

This is not a full MassHealth Visit, and is consider a brief phone triage.

Telehealth Virtual Visit: 99211 VV and 99212 VV

This is considered the equivalent of a full face to face visit, and is subject to the discretion of the rendering provider. The test for whether we can bill this for MassHealth is the following:

- 1) Was it a billable MassHealth visit and paid before?
- 2) Is it clinically appropriate to be delivered via telehealth?
- 3) Are you conforming with the documenting guidelines in Appendix A (see internal website <https://scchc.org/wp-content/uploads/2020/03/Appendix-A.pdf>)
- 4) Is it medically necessary for the member?

If you answer yes to these four questions, then the visit will be paid by MassHealth or and MCO at the rate previously paid. Because there are specific documentation requirements, we have created a template entitled, “*Telehealth Virtual Visit*,” with standard documentation and billing code, as well as a new E&M Category titled: “*Telehealth Virtual Visit*,” with the codes, “99211 VV and 99212 VV.”

Link for template steps here: <https://scchc.org/wp-content/uploads/2020/03/Telehealth-Billing-Revised5.pdf>

Finding the Template

Attestation Statement This is health visit performed via telephone, using eClinicalWorks V11, at South Cove Community Health Center. The patient was treated with the same standard of care as an in-person visit, and was informed of their otherwise needed..

Physical Examination:

Assessment:

Plan:

99212 Est Pt Brief VV is the Virtual Visit Code

Visit Code:

- 99212 Est Pat Brief VV.

Copy And Merge Templates

Template For
Patient TEST, TEST Encounter Date Saturday, March 14, 2020

Choose Template

Generic Category All

Patient Specific TEST, TEST Sel Relation

Find teleh Starts With Go

Facility All

Pr Template Access
Telehealth Virtual Visit Public

All Options

- CC
- HPI
- CurrentMedication
- MedicalHistory
- Allergies
- SurgicalHistory
- Hospitalization
- FamilyHistory
- SocialHistory
- RDS
- Vitals
- Examination
- PhysicalExam
- Assessment
- Therapeutic
- TherapyAssessment
- Treatment
- Procedures
- Immunizations
- XRay
- Labs

< Prev Next >

Add As Merge Template Close

1 2 3 4

- 1) Click Templates from the Progress Note
- 2) Search for “*Telehealth Virtual Visit*”
- 3) Click the “*Telehealth Virtual Visit*”
- 4) Click on Merge Template

Objective:

Vitals:

Past Results:

Examination:
Telehealth Virtu
Telehealth P L
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Deliver Appropriate
Considerations Ye
Location Boston -
Clinician as Neede

Attestation S
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visit, and was info
otherwise needed

Physical Exam

HPI ROS Examination Procedures Orderset

Telehealth Virtual Visit ▼ **Telehealth Patient Virtual Visit** ✕

No

Click Examination Section to Change your location

Provider Location *

- Boston - 145 South Street
- Boston - 885 Washington Street
- Malden - 277 Commercial St
- Quincy - 88 Holmes Street
- Quincy - 435 Hancock Street

Make Sure to Change your provider location to match where you are practicing

Visits From Provider Home

As of this moment, we are not allowed to bill for any visits originating at the home. These are considered non-billable telephone encounters.

Public Charge

U.S. Citizenship and Immigration Services has said that immigrants who undergo medical testing for the coronavirus or treatment related to it will *not be penalized* when applying for green cards and visas under the newly enacted public charge rule.