

A Checklist for Incorporation of Video Visits (Telemedicine)



For primary care and subspecialty ambulatory practices during the public health emergency due to Coronavirus*

For detailed information, see Telemedicine: A Practical Guide for Incorporation Into Your Practice

www.acponline.org/telemedicine-guide and Telehealth Coding and Billing information www.acponline.org/covid19-telehealth-tips.

RECOGNIZE THE BENEFITS FOR YOUR PATIENTS AND PRACTICE

- Keep patients safe by reducing their need to travel for health care
- Allow patients to access your practice first instead of the Emergency Department or a commercial telemedicine service
- Enable continuity of care for chronic conditions
- Generate visit-related revenue
- Utilize visual assessment and appropriate physical examination

LICENSURE

- Physicians can provide health care through video visits to patients located anywhere in the country, but must adhere to waivers and actions of the state where they are licensed.
- [Click here to check your state's requirements.](#)

REIMBURSEMENT BY PAYERS

- Medicare: Video visits compensated at same rate as in-person care. Qualified providers include: physicians and certain non-physician practitioners such as nurse practitioners, physician assistants and certified nurse midwives. No restrictions on provider location or patient location. For more information:
- Medicaid: Coverage varies by state. [Click here to check your state's coverage.](#)
- Commercial payers: Coverage varies by payer. Check with your payers. [Click here for additional information.](#)

EQUIPMENT

- Use any phone/tablet/laptop/desktop computer that allows audio and video communication.
- Requirements for HIPAA compliance have been relaxed. You may use:
 - FaceTime or Skype or Zoom
 - Free-standing Telemedicine platform (many are available for free) or
 - Telemedicine product built into your Electronic Health Record (EHR)

[Click here for more information.](#)

- Keep your EHR available on the same or second device

PRACTICE LOGISTICS

- Announce availability of video visits on your website, patient portal, phone system, email to patients
- Prepare a script for your scheduling staff to use when interacting with patients
- Prepare a simple patient guide on how to connect for the visit and email it to them

CONDUCTING THE VISIT

- Ensure that you and the patient are in quiet, private, well-lit locations
- Ensure that you and the patient can see and hear each other clearly
- Verify 2 patient identifiers
- Explain the benefits and limitations of a Telemedicine visit and obtain verbal consent from the patient

*The information provided here contains some regulations that are specific to this emergency period ONLY, and are subject to change at any time.

□ THE PHYSICAL EXAM

Visual Assessment:

- General appearance
- Skin tone and rashes
- Clarity of thought and speech
- Eye redness, icterus
- Respiratory rate
- Work of breathing
- Gait

With patient assistance:

- Self-palpation
- Range of motion
- Close-up camera views, e.g. oropharynx, skin lesions
- Results from home monitoring devices e.g. glucometers, peak flow meters

□ PRESCRIBING MEDICATIONS

- Non-controlled substances can be prescribed
- DEA-registered practitioners in all areas of the United States may issue prescriptions for all schedule II-V controlled substances to patients for whom they have not conducted an in-person medical evaluation, provided all of the following conditions are met:
 - The prescription is issued for a legitimate medical purpose by a practitioner acting in the usual course of his/her professional practice;
 - The telemedicine communication is conducted using an audio-visual, real-time, two-way interactive communication system; and
 - The practitioner is acting in accordance with applicable Federal and State laws.

[Click here for more details.](#)

□ DOCUMENTATION

- Patient consent for video visit
- Patient location at time of visit
- All other usual components of in-person visit

□ CODING

- Choose appropriate CPT code:

New Patient	Established Patient
99201	99212
99202	99213
99203	99214
99204	99215

- Choose appropriate ICD-10 code
- Add modifier for Place of Service:
 - Where visit would have taken place if not for public health emergency, e. g. 11 - office or 22 - hospital outpatient
 - FQHC or Rural health centers can use 02
- Add modifier for Synchronous telemedicine service rendered via real-time interactive audio and video: 95

