



# Virtual Health Basics

COVID-19 Version

## **What is Virtual Visits/Telehealth?**

At UCHealth the term Virtual Visits and Telehealth are interchangeable. A Virtual visit is a “mode of delivery of healthcare services that is provided via telecommunications”. At UCH that means via videoconferencing such as the Vido application. A telephone call to a patient is not considered a virtual visit.

## **What are the licensure requirements?**

The provider must be licensed in the state where the patient is located during the virtual visit. There is discussion at the national level of this being lifted temporarily during the COVID-19 situation. We will continue to monitor the situation and send out communication.

## **May I bill for a virtual visit?**

Yes, you may bill for a virtual visit. If your department had an Epic build for virtual visits before COVID-19, bill under the Telehealth charge capture in the wrap up section in Epic. If your department was built AFTER COVID-19, please bill 88888 and no leveling (E&M) billing. **PLEASE CHECK FOR THE TELEHEALTH CHARGE CODES BEFORE USING 88888.**

## **Will insurance pay for a virtual visit?**

Currently private health insurances, Tricare and Medicaid will pay for services provided via virtual visits. Medicare has geographical restrictions and limited visit guidelines which are still in place. There is work at both the state and national level to lift the Medicare restrictions for virtual visits. Medicare billing will be held on the backend by CUMed and UCHealth.

## **What equipment do I need to conduct a virtual visit from either the clinic or from home?**

You will need a computer that has a camera, microphone and speaker, Google Chrome, Epic and the Vido application. The Vido application may be downloaded by going to <http://vidyo.uhealth.org>

## **What does my patient need to do a virtual visit?**

A patient needs to have a My Health Connection account, the appropriate hardware (device with camera, microphone and speaker) and a private location.

## **Is there anything I need to document specifically for a virtual visit?**

The only addition to your note will be to add the dot phrase .teleattest to your note and complete the prompts: Location of the patient, Location of the provider.



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## **Can I see a patient from anywhere?**

Yes, providers are able to see a patient from any location. Please be mindful of your surroundings to maintain compliance with HIPAA, safety and professionalism.

## **How do I get a patient scheduled for a Virtual Visit?**

The patient must be scheduled for a Home Telehealth appointment in your department on your clinic schedule.

## **Is there a special consent that is needed?**

Yes, the patient must sign a Telehealth consent prior to their first Telehealth visit. The consent must be renewed annually. The patient must also sign a consent for treatment. This is typically collected in the clinic yearly. Given the COVID-19 situation, you might be seeing a patient that has not been in one of our UCHealth clinics. This is a new situation for us. Thus, the Epic team is working on a solution to have this consent available via MHC. Please reach out if you are scheduling a patient for a virtual visit that does not have a signed current consent to treat.

## **Ok, so I'm ready to do a virtual visit, what do I do?**

- Pull out your Provider cheat sheet and Tip Card.
- Make sure the patient has been checked in by your clinic scheduler.
- Open up the patient chart in Epic.
- Copy and Paste the URL link into Google Chrome
- Choose Join via App (1<sup>st</sup> time using Vidyo on your computer)
- Type your name into the Vidyo window and make sure your camera, headphones and microphone are working.
- Join the room and conduct your visit.

## **Well that wasn't so bad, what do I do when I'm done with a Virtual Visit?**

- End the call using the big red button on the bottom left of the Vidyo application. Close out the page and hit "Quit".
- Complete your chart and include the .telehealth dot phrase.
- Drop your charges in the Wrap Up Section under Telehealth or as 88888.
- Once the chart has been signed the After Visit Summary will be sent to the patient via My Health Connection.
- Pat yourself on the back for having successfully done a Virtual Visit.