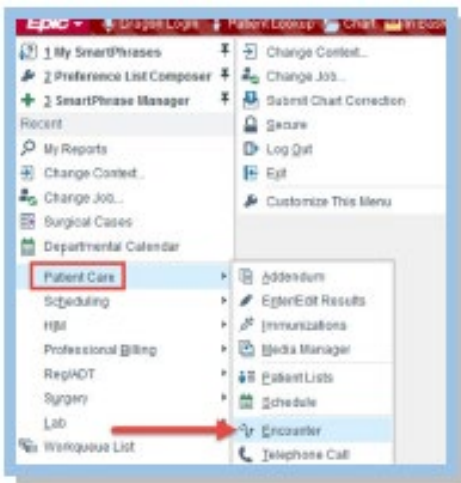


Creating a Patient Outreach Encounter to Document Phone Visits: Pediatrics

- This workflow is meant to create a telephone visit that replaces work that would or could have been an in-person visit.
- It is for return patients OR specifically for any COVID related care.
- This should not be used for brief telephone care (standard lab follow-up etc...) that we frequently provide in usual circumstances.

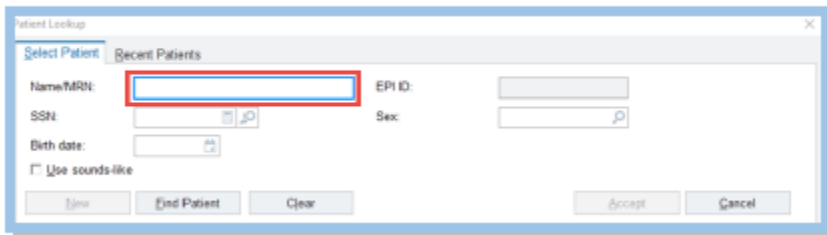
Workflow

1. Click the Epic button to find Patient Outreach. Can be in one of two places.



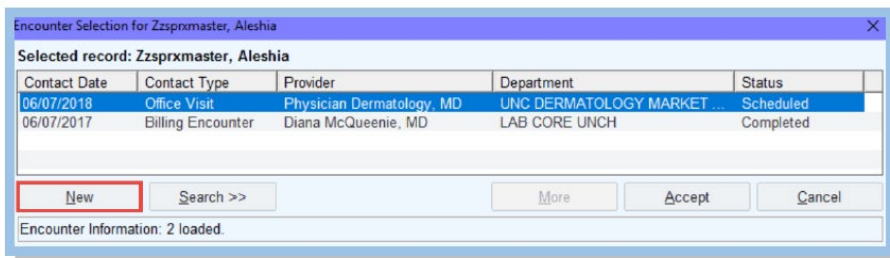
B. **Patient Outreach** may also be located all the way at the bottom of the Epic Button list under “Rarely Used”

2. *Type* the patient’s name or MRN or choose a patient from the Recent Patients tab.

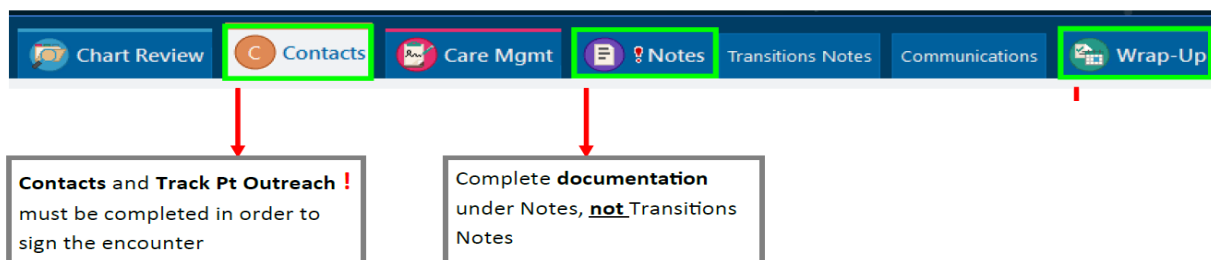
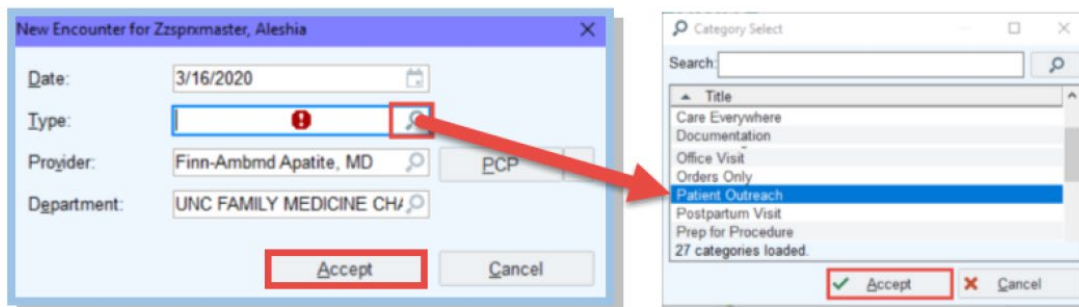


...

3. *Click* New.



4. **Click** the magnifying glass to search for the encounter type “Patient Outreach”
5. **Click Accept** in the Category Select window. **Click Accept** in the New Encounter Window.



6. New orders (prescriptions, etc...) can be added similar to other encounters.

7. Wrap up can be completed similarly to an in-person visit including putting follow-up appointments in the cue.

7. Billing and Charges

- a. Use the **Wrap Up** tab at the top of the page.
- b. Go to **Level of Service** and type in billing codes from below as appropriate.
- c. Also add a modifier CR. Click on Modifiers: **+** and type in or search for “CR”.

Provider Type	CPT code	Description	wRVU	UNC Fee
MD	99441	telephone care 5-10 mins	0.25	\$49
	99442	- 11-20 mins	0.50	\$93
	99443	- 21-30 mins	0.75	\$137
NP/PA	98966	telephone care 5-10 mins	0.25	\$49
	98967	- 11-20 mins	0.50	\$93
	98968	- 21-30 mins	0.75	\$137

Additional Clarifications

1. This service generates charges per above. It is covered by Medicaid. Patients who have co-pays or other visit expenses may get a charge for this. **Since this is a new type of care visit, if the patient’s insurance has co-pays or co-insurance charges please document in your note that it was discussed with the family.**
2. Fellows or residents can provide this service if the attending physician is available. Learners should not sign the visit when done. They should route to attending by “Send Chart Upon Closing Workspace” section of Wrap-Up. It will then be a CC’d chart in InBasket of attending to attest and co-sign.