

FAQs Related to the New non-Face to Face Visits

1. Can you do a POE, Phone Visit or Video visit on a new patient?

Yes. New patients should not be refused telehealth services during this period as payor guidelines are constantly evolving. There are holds on the backend for all telehealth services so we can give payors adequate time to update their policies as well as make appropriate changes to charges based on current specifications.

2. If you do a POE or Phone Visit followed by an Office or Video visit, can you bill for a new visit at the first face to face visit or will the POE or Phone Visit count as the first visit?

The new visit should correspond with the first face-to-face visit.

3. Can a combination of these visit types be done in the same day? What if you do a video or phone visit and then decide the kid needs to be seen, can you bill for both?

If the patient must ultimately come in for a face-to-face visit on the same day that telehealth services have been provided, the face-to-face visit would be the only service billed that day. Work documented in the day's preceding telehealth encounters are rolled up into the level of service selected.

However, if the patient does not require a face-to-face visit and multiple telehealth services are provided in the same day, those can either be billed with a quantity greater than one or by adding all documented time together and selecting the code with the most appropriate time range.

4. Is there a limitation to the number of POEs or phone visits that can be done in a certain period of time?

Right now visits can be done as needed, exactly like in person visits. The rule of thumb is to consider if under normal operations you would have had the patient come into the office to address the content covered in the telehealth service then it is billable. However, if the content covered in the telehealth service is not something you would have normally brought the patient into the office for (i.e. simple follow-up from content previously addressed in a prior telehealth service), it is not separately billable.

5. If doing more than 1 POE per day with same patient, should those be combined for total amount per day?

Yes. See Question 3. All documented time can be added together to select one charge for the day.

6. Can you do a consult through a video visit?

Yes. Select the consult code that most accurately describes the service provided.