

Provider Instructions for Unscheduled Phone Call

1. Create a *Patient Outreach Encounter visit (see TIP Sheet)*
2. Call patient
3. Decide if phone communication adequate or needs in person or video visit.

Documentation (Can be brief, unique required things in **bold**)

Use .pedvirtual template.

Billing for Telephone Medical Care

Provider Type	CPT Code	Descriptor	wRVU
MD/DO	G2012	Brief check-in with patient through technology	0.25
	99441	Telephone care 5-10 mins	0.25
	99442	Telephone care 11-20 mins	0.50
	99443	Telephone care >20 mins	0.75
APP	G2012	Brief check-in with patient through technology	0.25
	98966	Telephone care 5-10 mins	0.25
	98967	Telephone care 11-20 mins	0.50
	98968	Telephone care >20 mins	0.75

Remember to close visit

Provider Instructions for Phone Visit Triage

A

Instruction for Scheduled Phone Visit

1. Log in to your schedule and open the scheduled Phone Visit
2. See page 4 in *Billable Telephone Visits Tip Sheet*
3. In Pre-Charting click on the “Start the Visit” button to open the visit
4. Call patient and document care

Documentation (Can be brief, unique required things in **bold**)

Use .pedvirtual template.

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Remember to close visit

B

Instructions for when you decide to do formal video visit through Epic from Phone Visit

1. Video visit right away
 - a. Ask scheduler or MA to change the Phone Visit to an Epic Video Visit
 - b. Ask patient to log into their MyChart and when video visit is available log in to that
 - c. When Video Visit in place, open Video Visit and follow *Video Visit patient home...* Tip Sheet

2. Video visit in future
 - a. Send message through Epic to your scheduling pool to schedule an Epic Video Visit and when
 - b. When video visit time comes, go into schedule and open per *Video Visit patient home...* TIP Sheet

Documentation (Can be brief, unique required things in **bold**)

Use .pedvirtual template.

Billing for Video Visits by Physicians and APPs

Use the same codes you normally use for in person visits. These can include consult codes, new visits or return visit codes.

Remember to close visit

C

Instructions for when you need a video visit, but are not Epic Video certified and will use an external video visit interface

1. Log in to your schedule and open the scheduled Phone Visit
2. See page 4 in *Billable Telephone Visits Tip Sheet*
3. In Pre-Charting click on the “Start the Visit” button to open the visit
4. Connect with patient by video and document care

Documentation (Can be brief, unique required things in **bold**)

Use .pedvirtual template.

Billing for Video Visits by Physicians and APPs

Use the same codes you normally use for in person visits. These can include consult codes, new visits or return visit codes.

Remember to close visit

D

Instructions for when you have decided that patient needs an in-person visit instead of phone or video

1. Send message through Epic to your scheduling pool to schedule an in person visit and the day that should be. If more urgent, call the clinic to schedule.