## UNC Faculty Physicians Virtual Care Operational Guide

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<th>ENCOUNTER TYPE</th>
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| **VIDEO VISIT** | *For real time assistance with scheduled video visits please call 866-822-3656* | *A billable, scheduled* visit equivalent to a scheduled in-person appointment but conducted by video. | - Preferred for new patient visits*<sup>*</sup>  
- Established patients when visual assessment is important.  
- Visits with multiple participants (e.g., patient plus caregivers) | - Video fosters deeper therapeutic relationship and more comprehensive assessment than audio alone.  
- Same reimbursement/RVUs as traditional E&M codes | - Requires webcam, internet connectivity, MyChart, and some tech savvy.  
*Federal mandate to bill video visits. No in-person history/examination.* | New Patients:  
Level 3 - $141  
Level 4 - $220  
Level 5 - $278  
Established Patients:  
Level 3 - $96  
Level 4 - $142  
Level 5 - $193  
Equivalent to office visit |
| **PHONE VISIT** | *Scheduled* | *A billable, scheduled* visit equivalent to a scheduled in-person appointment but conducted by telephone. | - Established patients for chronic disease management, post-op follow-up, new acute issues  
- Patients who cannot use video | - Easy and convenient | - Significantly lower reimbursement**  
- Absence of a visual connection may limit assessment and therapeutic relationship  
- May not be appropriate for new patients*  
- Staff must “check-in” patient after the visit | 5-10 minutes – $21  
11-20 minutes – $39  
21-30 minutes – $58 |
| **ON THE FLY TELEPHONE ENCOUNTER** | *Scheduled* | *A billable, unscheduled* visit equivalent to an in-person appointment but conducted by telephone. | - Impromptu acute needs  
- Use in place of back-and-forth communication via MyChart/Email  
- Use when unable to wait for a scheduled phone visit | - Do not need to be scheduled  
- Easy and convenient | - Significantly lower reimbursement**  
- Absence of a visual connection may limit assessment and therapeutic relationship  
- May not be appropriate for new patients* | 5-10 minutes – $21  
11-20 minutes – $39  
21-30 minutes – $58 |
| **E-CONSULTS (AMBULATORY)** | Asynchronous, peer-to-peer communication via Epic around a focused clinical question. | - Focused clinical questions for participating specialties (e.g., LFT abnormalities, antibiotic recommendations). | - Fast (<2 business days) and convenient (entirely via Epic) specialist access  
- Formally documented | - No in-person history/examination  
- Some patients may have out-of-pocket costs (though almost always less than an in-person visit)  
- Uneven reimbursement | 0.7 wRVUs for specialist and sometimes referring |  
*During COVID-19, many payers are allowing new visits to occur via a video or phone.*  
**During COVID-19, enhanced reimbursement may be available from certain payers – Billing will adjust/add modifiers if needed.*

Who’s my EEP?  
Click **Provider** to jump to the **Video** visit workflow.  
Click **Provider** to jump to the **Phone** Visit workflow.  
Click **Scheduler** to jump to the **video/phone** visits workflow.

**FACT Checker:**  
✓ Click **this link** for the most updated version of the **Billing and Compliance Playbook** updated daily to capture rapid changes.  
✓ For the most updated information visit the **VCC** website.