

UNC Faculty Physicians Virtual Care Operational Guide

ENCOUNTER TYPE	DESCRIPTION	USE CASES	PROS	CONS	AVERAGE REIMBURSEMENT
VIDEO VISIT <i>For real time assistance with scheduled video visits please call 866-822-3656</i>	A billable, scheduled visit equivalent to a scheduled in-person appointment but conducted by video.	- Preferred for new patient visits* - 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.	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 <u>SCHEDULED</u>	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 <u>UNSCHEDULED</u>	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). e-Consult Provider Guidelines	- 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 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 [Clinic Support Staff](#) to jump to the **Video** visit workflow.

Click [Clinic Support Staff](#) 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 time to capture rapid changes.
- ✓ For the most updated information visit the [VCC](#) website.

