

Virtual Patient Visit (Telehealth) using AmWell (American Well) **March 16, 2020**

NEQCA, in coordination with Tufts Medical Center and Wellforce, would like to offer Network practices the opportunity to provide telehealth services. Interested providers would receive training and support to successfully conduct virtual visits with their patients.

Providers would use an iPhone, desktop, laptop, or other device with a camera (Android devices are not compatible with the Provider software platform). Patients will need an email address and may access a virtual visit with their Providers from a computer, iPhone, Android, or other mobile device with a camera.

Criteria To Offer Telehealth Services

NEQCA anticipates interest in virtual patient visits to be strong as COVID-19 continues to spread. Interested practices should notify their NEQCA Account Manager as soon as possible by providing the name and contact information of a designated Telehealth Point Person from your practice to help with the implementation.

NEQCA will assign a Performance Team member to familiarize the Telehealth Point Person with the software, provide minimum hardware requirements, and review workflows. A list of Users (Providers and Admin Staff) who would be authorized to conduct (or support the delivery of) virtual visits will also be needed to complete the set up. The NEQCA Performance Team member also will walk the Telehealth Point Person through test patient encounters and provide scripts that practice staff may use to encourage the use of virtual visits.

Answers to Questions

Q1: Is there a cost to the practice to offer telehealth services?

A1: Not for the foreseeable future as practices navigate the impact of COVID-19. At some future point practices that wish to continue to offer virtual visits may be asked to defray operating expenses. NEQCA will provide technical specifications to operate the software; the costs of any required hardware would be the practice's responsibility.

Q2: How will telehealth services work with my Electronic Health Record (EHR)?

A2: This American Well option does not integrate with EHRs. Practices must schedule and register patients in the American Well system. All clinical documentation remains in the practice's EHR.

Q3: How are virtual visits billed?

A3: Practices may bill these encounters through their usual billing process through your EHR or other billing system. NEQCA will provide an informational sheet as a reference for telehealth-specific billing codes.

Q4: Who will I call for support?

A4: Patients, Providers and Administrative Staff should contact American Well at 1-800-941-2323 as a first line of support. NEQCA also will have analysts available if American Well is not able to troubleshoot an issue.