



TCCN Telehealth Resources for COVID-19 (*updated 3/19/20*)

Latest updates highlighted in yellow

We have been receiving a lot of inquiries about rapid implementation of telehealth in practices. We have included some quick resources below. We also have the more in-depth Telemedicine Playbook that was developed last year, which can be found [here](#).

- The Medical Association of Georgia has announced a free COVID-19 in ambulatory setting CME webinar scheduled for this Friday, March 20th at 1pm. For details please click [here](#).
- AAP resources: <https://services.aap.org/en/pages/2019-novel-coronavirus-covid-19-infections/>
- AAP Telehealth Coding fact sheet: https://www.aap.org/en-us/Documents/coding_factsheet_telemedicine.pdf
- Center for Connected Healthy Policy resources:
<https://www.telehealthresourcecenter.org/cchp/?Center=CCHP>

Reimbursement: **CRITICAL UPDATE:** DCH has released a notice waiving certain policies to allow for reimbursement of telehealth services for Medicaid members where the patient is in the home and/or using telephone communication, use of webcam or other audio and video technology, and video cell phone communication. You can read the full DPH notice [HERE](#), and the 3/18/20 Georgia AAP FAQ regarding telehealth [HERE](#).

The Telehealth Guidance manual notes the following:

- Claims for telehealth services are to include appropriate CPT or HCPCS code for the professional service.
- GT modifier is required as applicable
- Use of POS 02 indicates a Telehealth service
- GQ modifier is still required as applicable.
- Originating sites are paid an originating site facility fee for telehealth services as described by HCPCS code Q3014 with a payment of \$20.52.
- Hospitals are eligible to receive reimbursement for a facility fee for telehealth when operating as the originating site.
- Claims must be submitted with revenue code 780 (telehealth) and type of bill 131.

Source: DXC via GAMMIS "Updated Telehealth Guidance" March 17, 2020

The Office for Civil Rights (OCR) at the Department of Health and Human Services (HHS) released "Notification of Enforcement Discretion for Telehealth Remote Communications During the COVID-19 Nationwide Public Health Emergency" on Tuesday, March 17, 2020 which outlined the following:

- A covered health care provider that wants to use audio or video communication technology to provide telehealth to patients during the COVID-19 nationwide public health emergency can use any non-public facing remote communication product that is available to communicate with patients.
- OCR will exercise its enforcement discretion and will not impose penalties for noncompliance with the regulatory requirements under the HIPAA Rules against covered health care providers in connection with the good faith provision of telehealth during the COVID-19 nationwide public health emergency.

- The covered health care provider may use telehealth services for services related to COVID-19 as well as things like a sprained ankle, dental consultation, psychological evaluation, or other conditions.
- OCR encourages covered providers to notify patients that these third-party applications potentially introduce privacy risks
- OCR notes that providers should enable all available encryption and privacy modes when using such applications.

Source: Office for Civil Rights (OCR) at the Department of Health and Human Services (HHS)

Telehealth Vendor Information:

Below are several telehealth vendors that have promoted relatively rapid implementation. TCCN has not reviewed the products from these companies and **does not specifically endorse any of the products.**

Anytime Pediatrics: This was started by a pediatrician who is active in the AAP and is the only pediatric-specific telemedicine solution at this time. On-demand demo: <https://vimeo.com/397663751>

mTelehealth: This vendor is offering two months of their aTouchAway virtual visit platform free which includes a COVID-19 screening workflow. A demo of this product can be viewed on demand here: <https://mtelehealth.com/atouchaway-platform-covid-19-screening-tool-demo/>

Amwell (formerly American Well): Amwell has recently launched a National COVID-19 Telehealth Response Program which includes specific screening workflows. More information at: <https://business.amwell.com/press-release/amwell-launches-national-covid-19-telehealth-response-program/>

Doxy.me is used frequently by private practice and small practice groups without IT departments or funds for capital equipment for telemedicine services. More information at: <https://doxy.me/features>

ExamMed.com: Atlanta-based telemedicine company; offers product customization to fit provider functionality needs. TCCN has seen a demo of this product. More information at: <https://www.exammed.com/>

In addition, HHS is allowing for certain free to use platforms to be used during the COVID-19 emergency response period:

- Tools such as video chats, including *Apple FaceTime, Facebook Messenger video chat, Google Hangouts video, or Skype* are all permissible for covered healthcare providers under this notice are now permissible under the Office for Civil Rights (OCR) at the Department of Health and Human Services (HHS).
- Applications such as *Facebook Live, Twitch, TikTok*, and similar video communication applications are public facing, and **should not** be used in the provision of telehealth by covered health care providers.

Source: Office for Civil Rights (OCR) at the Department of Health and Human Services (HHS)