**Purpose:** **Process for using the Affinity Medicare Advantage Reports to complete HCC Code Capture Check-In Visits by December 31, 2020.**

**Who**: Physicians, APPs, MAs

**Tools/Supplies Required:** EPIC access, EPIC Medicare Management Report

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| # | **What** | **How** | Notes |
| 1 | PSR/MA to schedule any Medicare Advantage [United/Health Net/SA] patients with a video visit | * Utilizing Medicare Management Report
* Prioritizing patients who have not had an Annual Wellness Visit in 2020.
* **Appointment will be scheduled as a Video Visit with w/HCC in appointment notes**
 | **All appointments will be scheduled as Video Visits. This is an opportunity for providers to reach out to their Medicare Advantage senior patients and check on them, address any medical concerns they have, document HCC codes and address Care Gaps.** |
| 2. | MA discusses HCC opportunity patients at huddle with provider on day of visit | * During the morning huddle, the provider and MA will review Medicare Advantage HCC patients with HCC appointments and open care gaps.
* Outstanding HCCs can be seen at the bottom of the Snapshot in EPIC
* BPA will fire for chronic conditions that need to be assessed.
* Before the visit, provider reviews charts and prepares for visits by looking at radiology, lab work, hospital records and media tab for chronic conditions to be documented and adds them to the problem list.
* Provider “cleans up” problem list by removing duplicate dx and acute problems that are resolved.
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| 3. | MA “Rooms” the Patient | * MA either launches the video visit or calls the patient 10 minutes before the appointment time
* MA performs normal video visit rooming activities
* MA “hands off” the patient to the provider
 | *“Hi Mrs. Jones, I am Mary, Dr. Carper’s medical assistant. Do you mind if we review some information first before you speak with Dr, Carper?”* |
| 4. | Provider Launches Video Visit and Sets expectations for visit | * Provider launches Video Visit
* Provider assesses the patients current condition and any medical problems or concerns the patient is experiencing and treats as appropriate
* Provider reviews all HCC conditions
* Provider addresses all Care Gaps **(.HMDUE)**
 | *Scripting: “Nice to see you Mrs. Jones. How are you? During this visit, I would like to address any medical questions or concerns that you may have and review your chronic conditions….”* |
| 5. | Provider completes visit and note documentation. | * Open Video Visit template (md problem focused template)
* Document Patient Consent for video visit and California requirement: use SMARTPHRASE: **.VIDCONSENTCA**
* Document current medical problems and treatment
* Diagnose all CMS-HCC conditions the patient has even if they don’t fire on the BPA.
* Evidence, Assessment and Plan must be in the Progress note. Each diagnosis needs to be monitored, evaluated, assessed, and treated.
* Problem List-based Assessment and Plan is the best way to accomplish this.
* Remove or update diagnoses that the patient no longer has from the Problem List.
* Address Care Gaps **(.HMDUE)**
* Encourage patient to schedule in-person Annual Wellness Visit later in the year (MA can assist with scheduling)
 | *Address or remove any diagnoses that fire on the Best Practice Alert.**Diagnose all CMS-HCC conditions the patient has even if they don’t fire on the BPA.**Document evidence, status, and plan for each diagnosis.**Address care gaps by mailing orders, scheduling future appointments/tests**Schedule an in person visit with the patient in several months for an Annual Wellness Exam or follow up*  |
| 5. | Billing for Video Visit | * Dx Code= Chief Complaint (reason for problem-focused visit)
* If E/M becomes a time-based visit, refer to codes below:

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| --- | --- |
| New Patient | Established Patient |
| CPT Code | Time | CPT Code | Time |
| 99201 | 10 min | 99211 | 5 min |
| 99202 | 20 min | 99212 | 10 min |
| 99203 | 30 min | 99213 | 15 min |
| 99204 | 45 min | 99214 | 25 min |
| 99205 | 60 min | 99215 | 40 min |
| 02 | Place of Service-Telehealth (Video Visit) |

* Be sure the HCC-related Diagnoses are attached to the billing code, so they get captured by billing.
 | *Medicare Advantage patients are our responsibility to care for throughout the year. This is a great opportunity to reach out our patients and allow them to share any health issues they may be experiencing, and with the Covid19 Shelter in Place, this is a safe way to connect with their provider.* |