

Method to the Telehealth Madness: Advising Clients During COVID-19

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OVERVIEW

What Do You Mean by Telehealth?

Organizing Principles

Managing Chaos

Sources of Guidance

Common Pitfalls



What do **you mean
by telehealth?**

Organizing Principles: The 6 Factor Analysis

6 FACTORS	"USE CASE"
1. Modality of Service	Epic Video Visit
2. Service Provided	E&M Codes 99211-99215; 99201-99205
3. Provider Type	MD/PA
4. Provider Location	Home Clinic in Idaho
5. Patient Location	Non-Clinical Location in Idaho
6. Patient Type	Established Patient



Managing Chaos

1. Develop Organizing Principle(s)
2. Identify Decisionmakers
3. Identify Clinical Stakeholders
4. Develop Workflows to Organize and Document Internal Assessments, Decisions, & Tasks

Behavioral Health Use Case Example

	Modality	Video Visit		Audio Only Visit	
	Service Provided	90832 - Psychotherapy, 30 minutes with patient			
	Provider Type	Licensed Clinical Social Worker			
	Provider Location	Home Clinic in Idaho			
	Patient Type	Established Patient	New Patient	Established Patient	New Patient
	Patient Location	Non-Clinical Location in Idaho			
DOES ST. LUKE'S SUPPORT PROVIDING THIS SERVICE					
DOES STATE LAW ALLOW THE SERVICE					
LICENSURE					
PATIENT CONSENT					
DOCUMENTATION REQUIREMENTS					
PAYER BILLING CONSIDERATIONS	MEDICARE				
	MEDICAID IDAHO				
	MEDICAID IDAHO HEALTHY CONNECTIONS				
	COMMERCIAL				

Sources of Guidance

- Idaho Code (Idaho Telehealth Access Act)
- IDAPA
- Guidance from state & national organizations
- Medicare, Medicaid, & other payors



Common Pitfalls

- Location
- Confusion Regarding “Waivers”

Questions?

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