



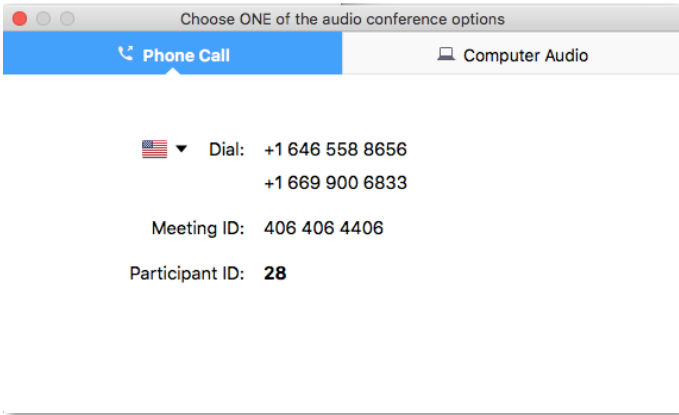
*Telehealth Tuesday: Current Updates for
FQHC's and Future Considerations*

TONI WOOD, CPHIMS

JUNE 16, 2020

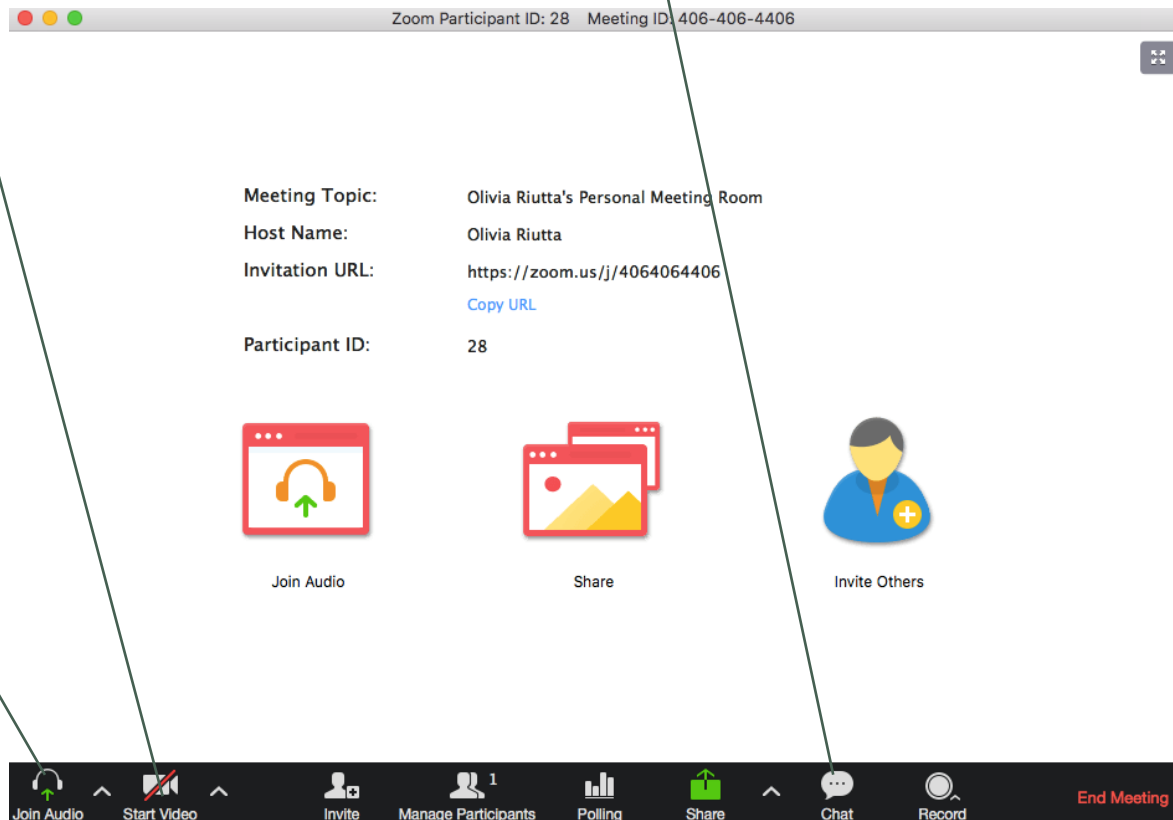
Zoom tips and tricks!

CHAT: Please jump in if you have something to share, but we also have this nifty chat function.



VIDEO: We want to see you!
If your camera isn't on, start your video by clicking here.

ATTENDANCE: If there are multiple attendees together on the call, please list the names and your location in the chat box



AUDIO: You can use your computer speakers or your phone for audio. The phone is generally better quality. If you click "Join Audio," this "Choose one..." box will pop up. If you dial in, just make sure you include your audio code.

MUTE/UNMUTE: *6 or click the mic on the bottom left of your screen.



Agenda

- Upcoming Events
- Current Updates
- Future Considerations
- Peer Discussion

Upcoming HCCN Sessions

TELEHEALTH TUESDAY SESSIONS

3rd Tuesday of each month at 11:00 a.m.

July 21

August 18

September 15

October 20

November 17

December 15

OTHER HCCN EVENTS

HIPAA Series: Breach Mitigation and Response Plans

Thursday, June 25 11:00 a.m.

HIPAA Series:

Thursday, September 24 at 11:00 a.m.

Thursday, December 17 at 11:00 a.m.

[MPCA Events](#)



Current Updates

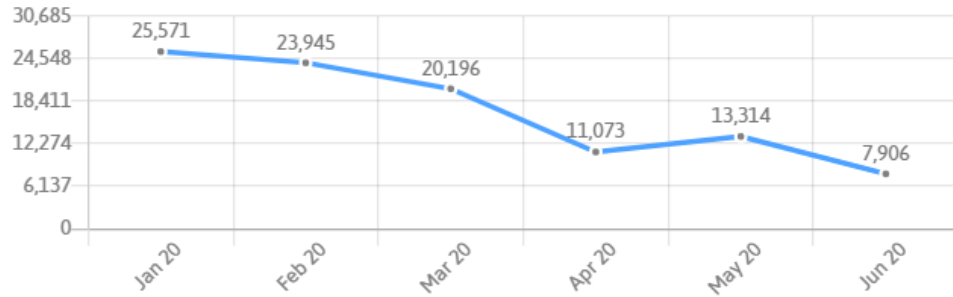
- Telehealth Usage Continues
- Federal Legislation for Telehealth
 - S 3792 Health Care at Home Act
 - HR 6792 Improving Telehealth for Underserved Communities Act
 - [Effort for permanent telehealth provisions to the CONNECT for Health Act](#)
- [CMS Flexibilities](#) for telehealth reimbursement for state Medicaid and Children's Health Insurance Program (CHIP) for Oral Health Services for quarantined or self-isolated patients
 - All Montana Medicaid covered services delivered via telemedicine/telehealth are reimbursable so long as such services are medically necessary and clinically appropriate for delivery via telemedicine/telehealth. [Montana DPHHS Notice](#)



Face-to-Face Visits



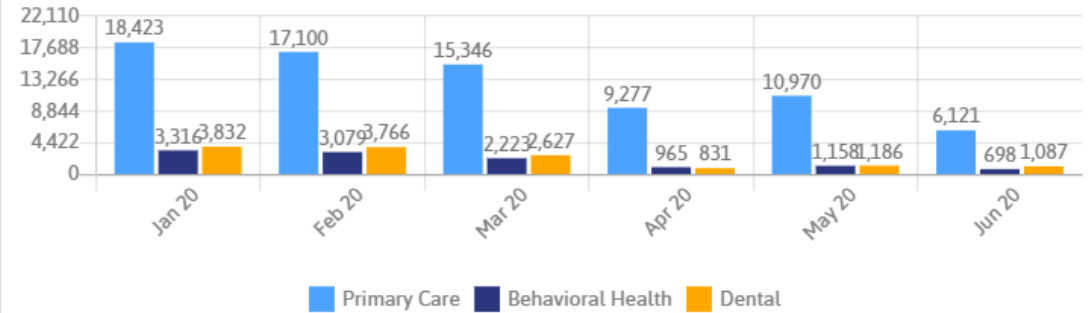
June 2020



Face-to-Face Visits by Service Line



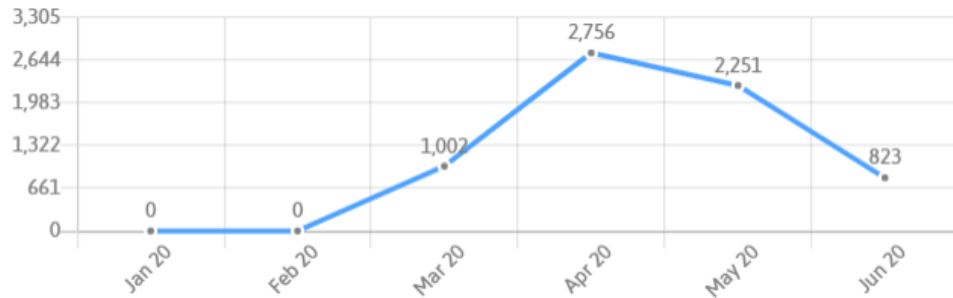
June 2020



Telehealth: Telephone



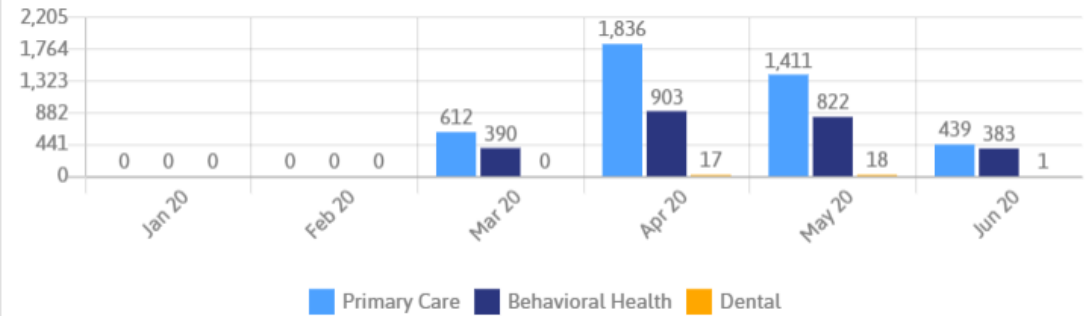
June 2020



Telehealth: Telephone by Service Line



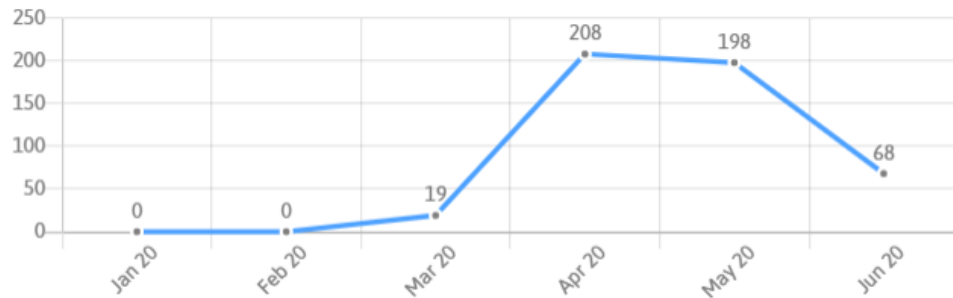
June 2020



Telehealth: Video



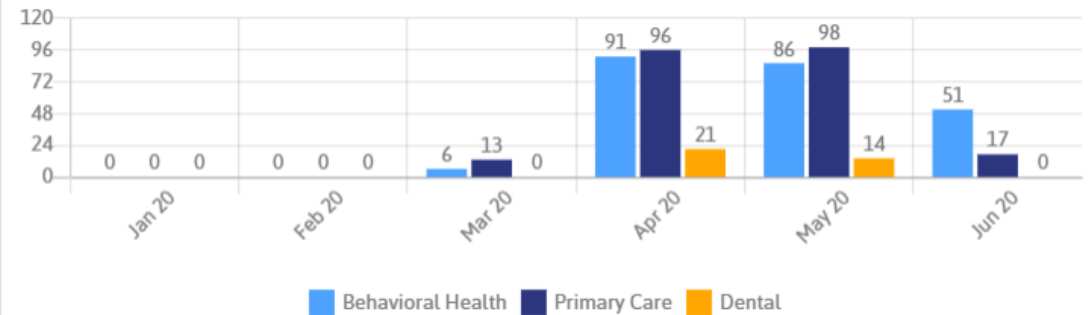
June 2020



Telehealth: Video by Service Line



June 2020





Top Five Procedure Codes by Utilization, 2019 vs. 2020

In order from most to least common

Mar. 2019

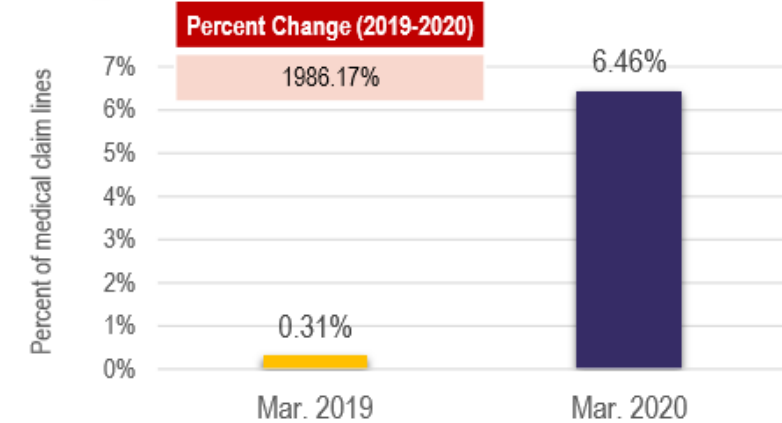
CPT®/HCPCS	DESCRIPTION
98960	EDUCATION AND TRAINING FOR PATIENT SELF-MANAGEMENT, EACH 30 MINUTES
96150*	HEALTH AND BEHAVIOR ASSESSMENT, EACH 15 MINUTES
99213	ESTABLISHED PATIENT OFFICE OR OTHER OUTPATIENT VISIT, TYPICALLY 15 MINUTES
99441	PHYSICIAN TELEPHONE PATIENT SERVICE, 5-10 MINUTES OF MEDICAL DISCUSSION
99214	ESTABLISHED PATIENT OFFICE OR OTHER OUTPATIENT VISIT, TYPICALLY 25 MINUTES

Mar. 2020

CPT®/HCPCS	DESCRIPTION
99213	ESTABLISHED PATIENT OFFICE OR OTHER OUTPATIENT VISIT, TYPICALLY 15 MINUTES
99214	ESTABLISHED PATIENT OFFICE OR OTHER OUTPATIENT VISIT, TYPICALLY 25 MINUTES
90837	PSYCHOTHERAPY, 60 MINUTES
90834	PSYCHOTHERAPY, 45 MINUTES
99442	PHYSICIAN TELEPHONE PATIENT SERVICE, 11-20 MINUTES OF MEDICAL DISCUSSION

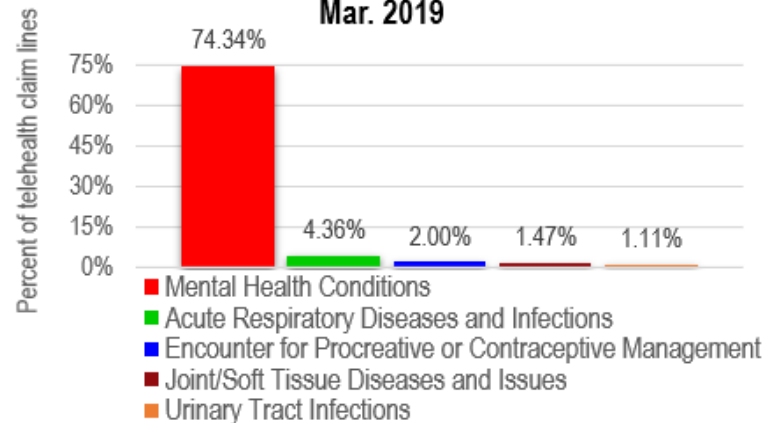


Volume of Claim Lines, 2019 vs. 2020

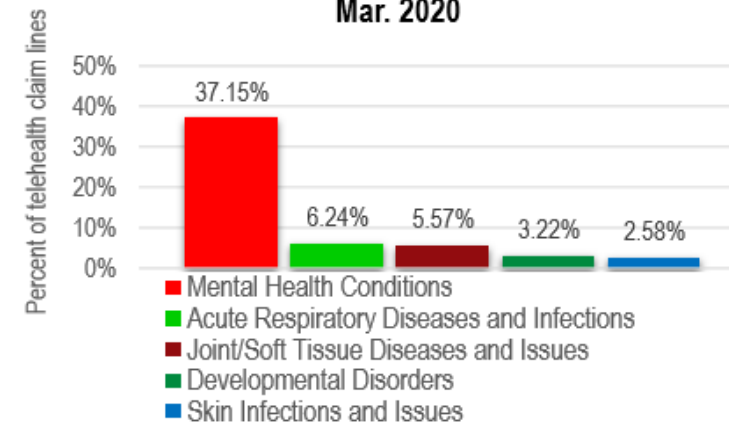


Top Five Diagnoses, 2019 vs. 2020

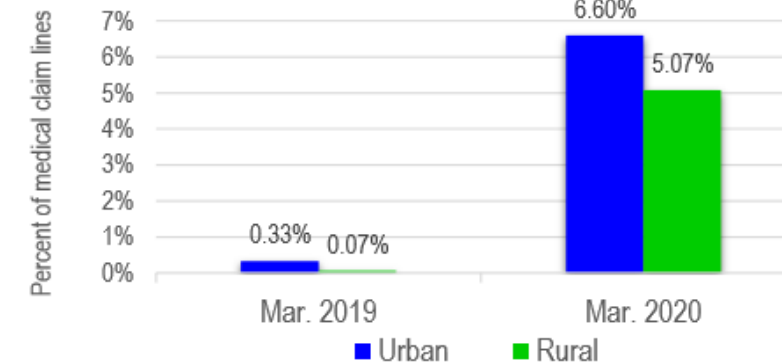
Mar. 2019



Mar. 2020



Urban vs. Rural Usage, 2019 vs. 2020



* Code deleted at the end of 2019.

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Top Five Procedure Codes by Utilization, 2019 vs. 2020

In order from most to least common

Mar. 2019

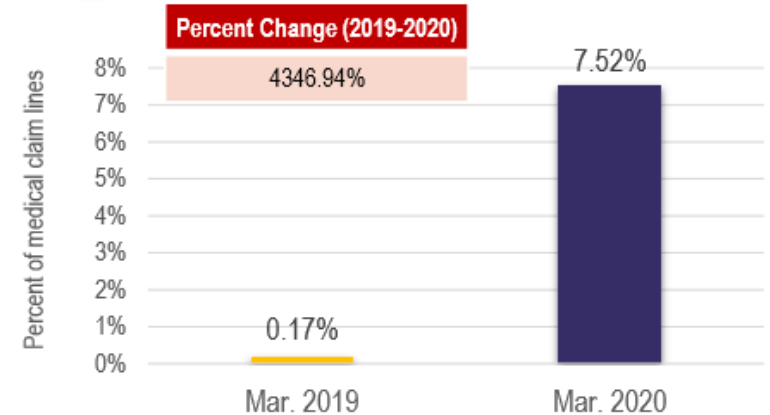
CPT®/HCPCS	DESCRIPTION
99441	PHYSICIAN TELEPHONE PATIENT SERVICE, 5-10 MINUTES OF MEDICAL DISCUSSION
98960	EDUCATION AND TRAINING FOR PATIENT SELF-MANAGEMENT, EACH 30 MINUTES
99213	ESTABLISHED PATIENT OFFICE OR OTHER OUTPATIENT VISIT, TYPICALLY 15 MINUTES
99201	NEW PATIENT OFFICE OR OTHER OUTPATIENT VISIT, TYPICALLY 10 MINUTES
99444*	PHYSICIAN OR HEALTHCARE PROFESSIONAL EVALUATION AND MANAGEMENT OF PATIENT CARE BY INTERNET (EMAIL) RELATED TO VISIT WITHIN PREVIOUS 7 DAYS

Mar. 2020

CPT®/HCPCS	DESCRIPTION
99213	ESTABLISHED PATIENT OFFICE OR OTHER OUTPATIENT VISIT, TYPICALLY 15 MINUTES
99214	ESTABLISHED PATIENT OFFICE OR OTHER OUTPATIENT VISIT, TYPICALLY 25 MINUTES
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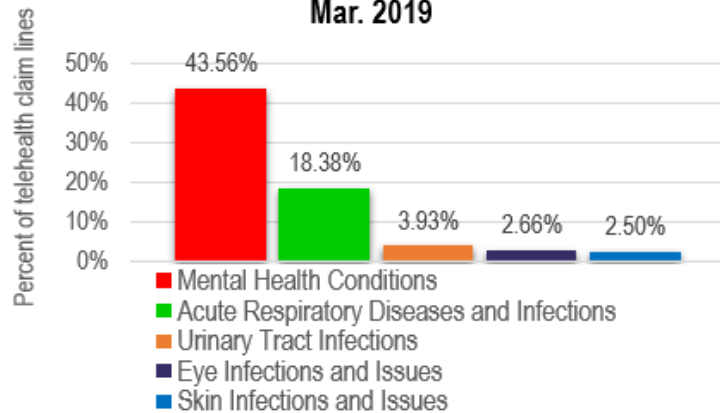


Volume of Claim Lines, 2019 vs. 2020

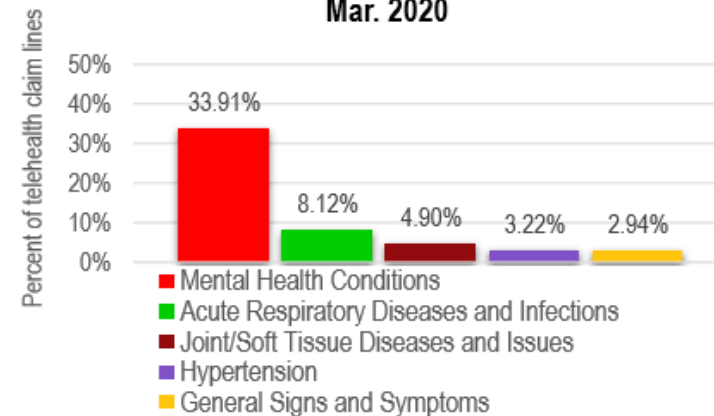


Top Five Diagnoses, 2019 vs. 2020

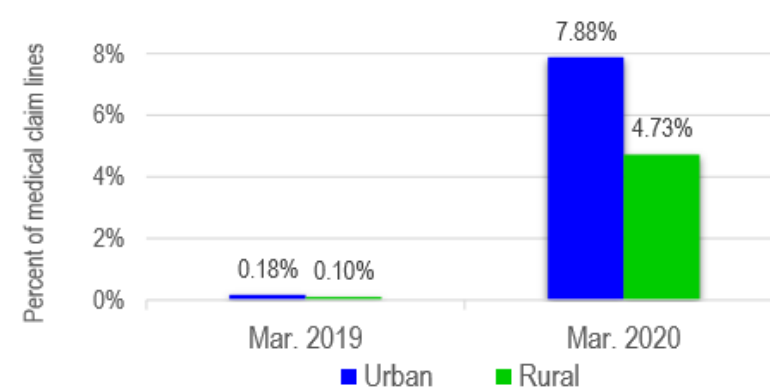
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Urban vs. Rural Usage, 2019 vs. 2020



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Future Considerations

"I think the genie's out of the bottle on this one," Seema Verma, the CMS administrator, said. "I think it's fair to say that the advent of telehealth has been just completely accelerated, that it's taken this crisis to push us to a new frontier, but there's absolutely no going back."



What's Next

- **Reimbursement ???????**
- Evaluation of Services/Strategic Planning
- Barriers
- Telehealth Platform
- Patient Portal
- Policies and Procedures
- Privacy and Security
- Equipment
- Fine Tuning Workflows
- Documentation
- Training



Telehealth Resources

- Virtual Learning Community on Telehealth from [Healthcare Communities](#)
- [NACHC Telehealth Implementation Quick Guide](#)
 - Reimbursement and Legal Considerations
 - Operationalizing Telemedicine and Telephone Visits
 - Clinical Workflow Toolkit
- Center for Connected Health Policy Related State Actions [Tool](#)
- Mountain Pacific Quality Health Telehealth [Resources](#)



Peer Discussion



Additional Telehealth Resources

[CCHP Telehealth Coverage Policies in the Time of Covid-19 Updated 04/30/20](#)

[CCHP Federally Qualified Health Centers and Rural Health Clinics Acting as Distance Site Providers Updated 04/30/20](#)

[MLN Matters Special Edition for FQHCs and RHCs Revised 04/30/20](#)

[CMS Covered Telehealth Codes List](#)

[CMS Telehealth Toolkit](#)

[NACHC Telehealth Implementation Quick Guide](#)

Questions?



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