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| http://www.tailored-software.com/GFHS/documents/201402250721260.GFHS%20blue.jpg | **Policies and Procedures** |
| **Title**: COVID-19 Virtual and telephonic Patient Communication Protocol | **Lead Department/Committee:**  Medical and behavioral health |
| **GFHS Board Approval:** | |

Purpose:

The Centers for Medicare & Medicaid Services has determined that RHCs and FQHCs can receive payment for virtual and telephonic communication (VPC) services when at least 5 minutes of communication technology-base or remote evaluation services are furnished by an RHC or FQHC practitioner to a patient who has had an RHC or FQHC billable visit within the previous year, and both of the following requirements are met:

* The medical discussion or remote evaluation is for a condition not related to an RHC or FQHC service provided within the previous 7 days, and
* The medical discussion or remote evaluation does not lead to an RHC or FQHC visit within the next 24 hours or at the soonest available appointment.

Statement of Need:

As the geographic spread of COVID-19 is rapidly evolving there is an increased need for access to care, both medically and for behavioral health services. In an effort to support both medical and therapeutic intervention, GFHS has adopted a Virtual and telephonic Patient Communication (VPC) policy.

Policy:

Virtual and Telephonic evaluation and management for beneficiaries with chronic health conditions who need routine, uncomplicated follow up and who are not currently experiencing symptoms of COVID-19 but who are at higher risk of complications should they come in contact with the virus will be available.

Virtual and telephonic patient communication for beneficiaries who are actively experiencing mild symptoms of COVID-19 (fever, cough, shortness of breath) prior to going to the emergency department, urgent care or other health care facility.

Patient Identification

**Medical patients** who will benefit from a VPC, will be identified through the following processes:

1. Panel Managers will “scrub” charts 48 hours in advance of the appointment date/time to identify patients who should be considered for VPC. Types of patients include:
   1. Chronic Conditions such as DM and HTN and other stable chronic conditions with reason for visit:
      1. Medication Management
      2. Routine Follow Up
   2. Ryan White and Hepatitis C patients
   3. Review if patient is scheduled same day for a Behavioral Health Provider visit. If scheduled notify BH provider.

Panel Managers will share lists of potential VPC/telephonic patients with providers. Upon provider approval, Panel Managers will convert the appointment type (see Scheduling Procedure for Medical VPC below) and notify patients that the provider will phone the patient in an “hour window” of the appointment time (e.g. Patient has a 9:15AM appointment. The patient will be told that the provider will call them between 9:15AM and 10:15AM).

1. Providers who receive a patient request (e.g. patient needs a medication refill but needs to see the provider) can request a VPC appointment. PSR staff would follow Scheduling Procedures for Medical VPC below.
2. No Controlled Substances will be filled utilizing a VPC visit

**Behavioral Health patients** who will benefit from VPC, will be identified through the following processes:

1. School health patients who are enrolled and part of a behavioral health providers (BHP) active caseload
2. Ongoing active caseloads, identified high risk patients, patients unable or self initiated inability to attend in person sessions will be offered a VPC appointment.
3. Patients seen within primary care clinic for a brief intervention will be offered a follow up VPC, documentation to include .SA108VIRTUALCOMMUNICATIONREFERRAL and follow Scheduling Procedures for Behavioral Health VPC below.
4. BHP who receive a patient request (e.g. referral by PRS, Behavioral Health Navigator, PCP, or other staff) can request a VPC appointment. PSR or BHP staff would follow scheduling procedures for Behavioral Health VPC below.

Scheduling Procedure for Medical VPC Encounters:

* Following triage and identification of VPC encounter type, patients will be schedule for VPC encounters using Visit Encounter Types:

Medical: Primary Care Virtual Visit [878]

* When scheduling appointments for VPC, appointment note shall specify, “VPC encounter requested and initiated by patient. Informed consent verbally obtained”

Behavioral Health Provider Scheduling Procedure for Behavioral Health VPC Encounters:

* BHPs who identify the need for a VPC encounter type will be scheduled for VPC encounters using Visit Encounter Type”:

Behavioral Health: BH Virtual Visit [877]

* Appointment Note shall specify “VPC encounter requested and initiated by patient. Informed consent verbally obtained”

PSR/ Scheduling Procedure for Behavioral Health VPC Encounters:

* Following identification of behavioral health request, requests will be sent to the Behavioral Health patient navigator and behavioral health coordinator.
* Behavioral health patient navigator and/ or coordinator will contact patients to schedule a VPC encounter with a behavioral health provider using Visit Encounter Type:

Behavioral Health: BH Virtual Visit [877]

* Appointment Note is required for all encounters, regardless of type, and shall specify “VPC encounter requested and initiated by patient. Informed consent verbally obtained.”

Medical Procedure:

* All notes must include .sa108VPCconsent dot phrase for documentation of informed consent.
* **ICD-10** primary diagnosis code to be used.
  + \*Use Z20.828\* COVID-19 symptoms, contact with and (suspected) exposure to other viral communicable disease as clinically appropriate.
  + Also include ICD-10 for the conditions you are assessing.
* Billing Codes:
  + Wrap Up >  Charge Capture > Add Code(s) > Associate Diagnoses

Medicaid and Medicare: G0071 for Five (5+) minutes or more of telephone consult/visit.

Private Insurance and Uninsured:

99441 for Five to Ten (5-10) minutes of telephone consult/visit.

99442 for Eleven to Twenty (11-20) minutes of telephone consult/visit.

99443 for Twenty-One to Thirty (21-30) minutes of telephone consult/visit.

Behavioral Health Procedure:

**Behavioral Health MEDICAID VPC Documentation Protocols**

* All notes must include .sa108BHVPCpie dot phrase for documentation, which includes documentation of informed consent
* **ICD-10** primary diagnosis code to be used
  + \*Use Z20.828 COVID-19 symptoms, contact with and (suspected) exposure to other viral communicable disease as clinically appropriate
  + Also include ICD-10 for the conditions you are assessing.
* Billing Codes: 90832 and G0071 (PMG will bill the T1015)
  + Level of Service – 90832 (or whatever being billed)
  + Wrap Up >  Charge Capture > Add > manually enter G0071 > Associate Diagnoses

**Behavioral Health Private and Self-pay VPC Documentation Protocols**

* All notes must include .SA108BHVPCpie dot phrase for documentation, which includes documentation of informed consent
* **ICD-10** primary diagnosis code to be used
  + \*Use Z20.828 COVID-19 symptoms, contact with and (suspected) exposure to other viral communicable disease as clinically appropriate
  + Also include ICD-10 for the conditions you are assessing.
* Billing Codes: Nonbillable TX016 and authorizing provider number 12

**Behavioral Health MEDICARE VPC Documentation Protocols**

* All notes must include .SA108BHVPCmedicare dot phrase for documentation, which includes documentation of informed consent
* **ICD-10** primary diagnosis code to be used
  + \*Use Z20.828 COVID-19 symptoms, contact with and (suspected) exposure to other viral communicable disease as clinically appropriate
  + Also include ICD-10 for the conditions you are assessing.
* Billing Codes: 90832 and G0071 (PMG will bill the T1015)
  + Level of Service – 90832 (or whatever being billed)
  + Wrap Up >  Charge Capture > Add > manually enter G0071 > Associate Diagnoses

Converting an appointment to VPC

* Open patient’s appointment desk.
* Call patient with confirmed appointment and offer VPC option.
* Right click on the appointment.
* Select change appointment.
  + For behavioral health appointments, use appointment type: “BH Virtual (877)”.
  + For medical appointments, use “Medical Telemedicine (121)”.
* Change date and time if necessary.
* Click **Change** to save new appointment details.