

## Compliance Updates Q&A

1. How do I document the time spent (in a telehealth visit) for primary care exception care?

To use time spent to code, you have to meet that threshold of time. That's going to be Attending's time only. You will want to use the documentation of the Resident in the medical decision-making, but not include the Resident's time, as Resident time is not considered for time based codes. For example, if a Resident spent 10 minutes, and the Attending spent 5 minutes, then you account only for the 5 minutes spent by the Attending. The time would also need to be documented at the top of your encounter, so the coder can readily see the visit is being billed based on time.

back to March 1<sup>st</sup>.<sup>th</sup>, but they are allowing the visits

4. Are Residents not allowed to conduct phone visits?

Residents are not allowed to conduct phone visits.

5. Are Fellows not allowed to conduct phone visits?

Fellows are not allowed to conduct phone visits.

6. Do we just need to clearly document that a Resident is interacting with a patient?

Yes

7. Does everything need to be documented whether the encounter is on Zoom or a Texas Tech system?

Yes

8. Can we use students for telemed purposes instead of being in close proximity to the patient? Could we use them as a facilitator in patient visits? For example, could students direct traffic through Zoom appointments, clinical flow?

You could use students if they are sufficiently trained. Just remember that they are volunteers, not staff.

9. How will waivers of co-pays be handled in the TTUHSC system?

There are not clear guidelines with respect to insurance and payment. One thing

we need to ask the group to consider a write-off process. The billing director in Amarillo said that the insurances would normally tell us what would be covered, what would be a co-pay, what would be a deductible. I don't know if they are ready to do that, yet. We can discuss this with the coding and revenue people and then report back next Friday.

10. What does direct supervision mean?

Direct supervision means that the Teaching Physician must be in the same office building or facility when and wh

13.

critical or essential services are allowed on campus. Product demonstrations and sales presentations should not be allowed at this time.

21. Can a TTUHSC physician provide telemedicine services to a New Mexico patient who is in New Mexico?

Not unless the TTUHSC physician has a license for New Mexico.

22. Does it make a difference if the out-of-state patient is a new or established TTUHSC patient?

No. Physicians must have a license in that state. If patients are in another state at the time the service is being provided via telemedicine, the physician has to have a license for that state, unless that state has officially said they are complying with the CMS waiver.

23. Does it make a difference if the telemedicine services are for follow-up care during the global period after a procedure?

No. A physician must have a license in the patient's state in order to provide telemedicine services.

24. Can a TTUHSC physician provide in-person services at a TTUHSC clinic to a patient from a non-participating state?

29. What happens if a patient drives across the state line and then calls in to get care from their doctor?

Consent to Treat: If we can get that back, that would be great, but we can also document that they have received it, that they understand, and they are consenting to that treatment.

36. If one clinic completes the telemedicine consent, is it good for all the other locations?

There isn't any harm in letting the patient know that this is new to everyone. Even if telemedicine was explained to the patient on the first visit, they may still need a reminder on the second visit. Until we get familiar with the process, I think it might be best to obtain their consent to the telemedicine visit

- Doxy and Doximity patient encounters are both accessible to the patient via a URL link, instead of having to download an app.
- We are still exploring Doximity. Doximity Video Chat is only in a beta testing