Improving Access to Quality Medical Care Webinar Series

Presented by

The Southwest Telehealth Resource Center, Arizona Telemedicine Program, and the Arizona Department of Health Services

Land Acknowledgement

We respectfully acknowledge the University of Arizona is on the land and territories of Indigenous peoples. Today, Arizona is home to 22 federally recognized tribes, with Tucson being home to the O'odham and the Yaqui. Committed to diversity and inclusion, the University strives to build sustainable relationships with sovereign Native Nations and Indigenous communities through education offerings, partnerships, and community service.

Welcome

- SWTRC region
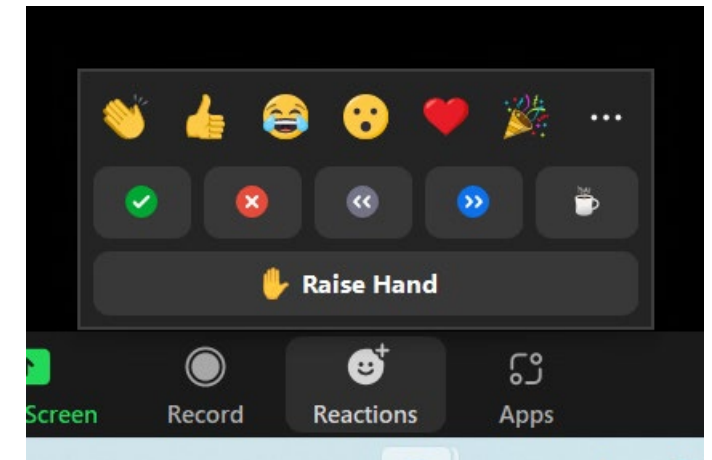- Fellow HRSA Grantees
- All other participants

The **Arizona Department of Health Services, the Arizona Telemedicine Program,** and **the Southwest Telehealth Resource Center** welcome you to this free webinar series.

The practice & deliver of healthcare is changing, with an emphasis on **improving quality, safety, efficiency, & access to care**.

Telemedicine can help you achieve these goals!

ARIZONA
TELEMEDICINE
PROGRAM

SOUTHWEST
TELEHEALTH **TRC**
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Meeting Tips & Notes

- When you joined the meeting today please <u>turn on your video</u> and keep you microphone muted.

- We want to encourage a conversation today, so when you have a question or comment please use the **"Raised Hand"** feature on Zoom and we will call you.

- You also can use "**Chat function**" to ask questions

- Please fill out the post-webinar survey

Carol Yarbrough

Billing, Coding, & Reimbursement Virtual Office Hours

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Disclaimer

- The opinions expressed in this presentation and on the following slides are solely those of the presenter and not necessarily those of the organizations sponsoring this webinar. The organizations do not guarantee the accuracy or reliability of the information provided herein.

Presenter Info and Disclaimer

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- My dogs have their own opinions particularly about FedEx, UPS and the USPS delivery personnel and may contribute to the content of today's webinar.

Objective

- Answer a lot of questions.

Attendee Breakdown

- Pro Fee and Hospital Coders; Billers

- Indian Health Services clinics

- Rural Clinics

- Urban Clinics and Systems

- Medicaid: Arizona, Nevada

- Dentistry

- Lab Services

- A lot of variation!

Update to Public Healh Info

Current, Interim and Future Status

During PHE – thru to Jan 11, 2023	When renewed, during PHE – thru to Apr 11, 2023	During 151 Days – thru to Sep 9, 2023	Sep 10 (Day 152) thru to Dec 31, 2023
Home telehealth 95 mod; POS 11, 19, 22	Home telehealth 95 mod; POS 11, 19, 22	Home telehealth 95 mod; POS 11, 19, 22	No home telehealth* GY mod, POS 02
G0463, Q3014 Reimb	G0463, Q3014 Reimb	G0463, Q3014 Reimb	G0463 or Q3014 Reimb
Virtual supervision FR mod	Virtual supervision FR mod	Virtual supervision FR mod	Thru 12/31/23 or year in which PHE ends Will cont. to be under rev
Audio only 99441, 99442, 99443	Audio only 99441, 99442, 99443	Audio only 99441, 99442, 99443	No audio only

Current, Interim and Future Status

Behavioral Health: Psychiatry, Psychology, Counseling

During PHE – thru to Apr 11, 2023	During 151 Days – thru to Sep 9, 2023	Day 152 – thru to 10th of Never
Home telehealth 95 mod; POS 11, 19, 22	Home telehealth 95 mod; POS 11, 19, 22	Home telehealth POS 10*
No in-person rqmt	No in-person rqmt	In-person rqmt w/in 6 mo new pts; 12 mo est
Virtual supervision FR mod	Virtual supervision FR mod	Psych Virtual supervision
Audio only Bill as if in clinic	Audio only Bill as if in clinic	Audio only Mod 93, POS 10

Also Home ESRD Substance Use Disorder – will continue to be covered services in homes

Current, Interim and Future Status: Providers

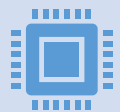| During PHE thru to Apr 11, 2023	During 151 Days – thru to Sep 9, 2023	Sep 10 (Day 152) thru to forever or legislative changes
Original List PLUS: PT, OT, SLP, Audiologists	Original List PLUS: PT, OT, SLP, Audiologists	Physicians ● Nurse Practitioners (NPs) ● Physician Assistants (PAs) ● Certified Nurse-Midwives (CNMs) ● Clinical Nurse Specialists (CNSs) ● Certified Registered Nurse Anesthetists (CRNAs) ● Clinical Psychologists (CPs) and Clinical Social Workers (CSWs) ● Registered dietitians or nutrition professionals

Major Takeaways

CMS confirmed extension time for at least 151 days following end of PHE (CAA Act of 2022)

Finalized policies: making several services temp available for PHE available thru end of CY 2023 – allow additional time for collection of data for perm inclusion

Confirmed intention to implement telehealth provisions after the end of PHE (Behavioral Health)

Any geographic area

Any originating site (incl home)

Certain audio only

Billing Takeaways
MPFS Final: 2023

Continue to bill POS indicator that would have been provided had service been furnished in person thru end of 2023 or year when PHE ends

- 11 – office (non-facility outpatient clinic)
- 19 – off-campus outpatient hospital clinic
- 21 – inpatient hospital
- 22 – on-campus outpatient hospital clinic
- 50 – FQHC
- 72 – RHC

Modifier: 95 furnished via telehealth
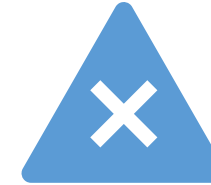
What about Modifiers 10 and 02?

02 Telehealth

The location where health services and health related services are provided or received, through telecommunication technology. *Patient is not located in their home* when receiving health services or health related services through telecommunication technology.

10 Telehealth Provided in Patient's Home

The location where health services and health related services are provided or received, through telecommunication technology. *Patient is located in their home (which is a location other than a hospital or other facility where the patient receives care in a private residence)* when receiving health services or health related services through telecommunication technology.

Notes:

Use if instructed by commercial payers

Keep a list of billing requirements

Seems to change and then not change …

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Originating Site Fee: $28.64

Medicare Telehealth Originating Site Facility Fee, Q3014

Time Period	MEI (%)	Facility Fee for Q3014
2023	3.8%	$28.64
2022	2.1%	$27.59

Differences in 2023 List of TH vs 2022 List

- 262 vs 278 CPTs: what happened?

- The AMA 2023 Evaluation and Management update happened!
  - Overall Codes deleted:
    - Hospital Observation Services E/M codes 99217-99220
    - Consultations E/M codes 99241 and 99251
    - Nursing Facility Services E/M code 99318
    - Domiciliary, Rest Home (eg, Boarding Home), or Custodial Care Services E/M codes 99324-99238, 99334-99337, 99339, 99340
    - Home or Residence Services E/M code 99343
    - Prolonged Services E/M codes 99354-99357

The Questions

- Changes in 2023: https://www.caltrc.org/events/ch-ch-ch-changes-learn-about-telehealth-policy-for-2023/
- AHCCS Children's Services' Telehealth policies: https://www.azahcccs.gov/AHCCCS/Initiatives/Telehealth/
  - Must all participating providers follow same guidelines? Yes
- Post-partum health: Concerns?
- Asynch services
  - GQ Modifier: Telehealth – Fed, State and Commercial differences
  - Communication Technology Based Services: no modifier
    - List is growing: eVisit, eConsult, CTBS brief check-ins

FQHCs – anything new?

- Waivers still in effect
  - Providers can perform distant site services
  - Providers do not need to be in a facility – can be at home
  - Patients can be at home
  - Coinsurance and deductibles apply
- CMS finalized new care management codes for Chronic Pain Management (CPM) and General Behavioral Health Integration (GBHI) that can be reimbursed in RHCs and FQHCs, also by using the general care management code G0511. These codes can be billed alone or in addition to the AIR payment.

Different Provider Resources

- RDNs: https://www.eatrightpro.org/payment

- AcuDetox billing
  - 97810 (w/o electrical stim) 15 min, +97811 addl 15 min, 97813 (w electrical stim), +97814
  - Who pays?
    - CMS but for pain and myalgias
    - AHCCs – Behavioral Health Services Matrix: https://www.google.com/url?client=internal-element-cse&cx=016416319741515762556:nfpz2wqmsus&q=https://www.azahcccs.gov/PlansProviders/Downloads/MedicalCodingResources/BehavioralHealthServicesMatrix.xlsx&sa=U&ved=2ahUKEwjFyJOz3MD7AhXUMUQIHXrAADUQFnoECAUQAQ&usg=AOvVaw1w1ztxclu7xEWWvIAYBIcN

HB 2083: AHCCCS services; diabetes management

- Diabetes Self Management Training: To Include up to 10 program hours annually of diabetes outpatient training hours for existing or newly diagnosed individuals.

- Anyone on the call have information as to start date, materials or published policies?

Comprehensive Resource for Billing

- CCHPCA: https://www.cchpca.org/2022/03/2022BillingGuidefinal.pdf
- CA CTN: https://www.caltrc.org/news/telehealth-reimbursement-guide-for-california/
- AZ: https://www.azahcccs.gov/Resources/Downloads/DFSMTraining/2021/502021IHS638ProviderTelehealthServices.pdf
- CMS:
  - https://www.cms.gov/medicare/medicare-general-information/telehealth/telehealth-codes

End Notes

Resources

- CMS FAQ for 2023 MPFS:
  - https://www.cms.gov/newsroom/fact-sheets/calendar-year-cy-2023-medicare-physician-fee-schedule-final-rule

- Telehealth Codes for 2023:
  - https://www.cms.gov/medicare/medicare-general-information/telehealth/telehealth-codes

- CMS Telehealth MLN Matters:
  - https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/TelehealthSrvcsfctsht.pdf

- Place of Service Codes:
  - https://www.cms.gov/Medicare/Coding/place-of-service-codes/Place_of_Service_Code_Set

- FMSB: https://www.fsmb.org/siteassets/advocacy/pdf/state-emergency-declarations-licensures-requirementscovid-19.pdf

More Resources

- AMA 2023 E/M Guidelines:
    - https://www.ama-assn.org/system/files/2023-e-m-descriptors-guidelines.pdf
- Indian Health Services:
    - https://www.ihs.gov/phoenix/healthcarefacilities/phoenix/
- Critical Access Hospital
    - https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/CritAccessHospfctsht.pdf
- Federal Qualified Health Center
    - https://www.hrsa.gov/opa/eligibility-and-registration/health-centers/fqhc/index.html
    - https://static1.squarespace.com/static/53023f77e4b0f0275ec6224a/t/5a29875a0d92972420c91437/1512671067129/fqhcfactsheet.pdf
    - https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/RuralHlthClinfctsht.pdf
- Chapter 13 of the Medicare Benefits Manual
    - https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Downloads/bp102c13.pdf

Links from the Chat

- National Consortium of Telehealth Resource Centers (NRTRC)
  - https://telehealthresourcecenter.org/

- Samples consent forms
  - https://southwesttrc.org/resources/forms

- AHCCS Medical Policy Manual
  - https://www.azahcccs.gov/shared/Downloads/MedicalPolicyManual/300/Exhibit300-1.pdf

- Arizona State specific billing guide
  - https://southwesttrc.org/resources/billingguides

QUESTIONS

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Please check our websites for upcoming webinars

and events

http://www.telemedicine.arizona

Your opinion is valuable to us.
Please participate in this brief survey:

https://www.surveymonkey.com/r/2022Webinar-SWTRC-ATP

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