How to Bill and Document Telehealth Visits

Billing

1. Choose the appropriate CPT code or Level of Service for the telemedicine service provided.

2. **IMPORTANT: Add a GT modifier to the telemedicine visit.** This is required for UWP to drop a bill for these services.

Documentation

1. Add the telemedicine SmartPhrase **TELEMEDDISTANTSITE** to the patient encounter notes.

> Background: The *telemeddistantsite* dot phrase is designed for ALL Telehealth visits and is compliant with CMS regulations. For Medicare Fee for Service, CMS still requires the patient to be in a physical clinic location to participate in telehealth except for certain conditions such as end stage renal disease. This does not apply to Managed Medicare, or to private payors and Medicaid in WA state because of WA state law.

Documentation Requirements:

The following elements are included in the dot phrase:
- Patient location
- Anyone accompanying the patient at the time of the visit
- Provider location
- A description of how the visit was conducted (i.e. "This visit was conducted via secure, live, face-to-face video conferencing.")

The most important part of the dot phrase is the **patient location and the provider location, specifically that they are in WA state** due to medical licensure regulations. Providers should also specify whether the patient location is at another clinic or not.

There is also a section for other individuals who are present during the visit. This is recommended if there is someone other than only the patient and provider present. A common case is for Pediatric patients. It is important to recognize whether there was a parent or guardian present.
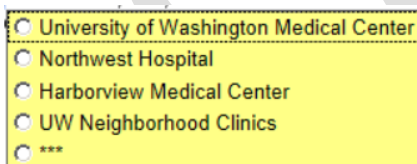
Unpopulated dot phrase text:

Distant Site Telemedicine Encounter

I conducted this encounter from {telemedicine entity:500210071} via secure, live, face-to-face video conference with the patient.

.fname was located at *** with {enter who was present with the patient}. Prior to the interview, the risks and benefits of telemedicine were discussed with the patient and verbal consent was obtained.

The *{telemedicine entity:500210071}* field includes the following drop down –

○ University of Washington Medical Center
○ Northwest Hospital
○ Harborview Medical Center
○ UW Neighborhood Clinics
○ ***

Examples:

- **Patient at home with no one else present**
  I conducted this encounter from UW Neighborhood Clinics via secure, live, face-to-face video conference with the patient.

  .fname was located at home with n/a. Prior to the interview, the risks and benefits of telemedicine were discussed with the patient and verbal consent was obtained.
- **Patient at home with someone else present**
  I conducted this encounter from UW Neighborhood Clinics via secure, live, face-to-face video conference with the patient.

UW Medicine
TELEHEALTH

.fname was located at home with their parent present. Prior to the interview, the risks and benefits of telemedicine were discussed with the patient and verbal consent was obtained.

- **Patient at work with no one else present**

  I conducted this encounter from UW Neighborhood Clinics via secure, live, face-to-face video conference with the patient.

  .fname was located at work with n/a. Prior to the interview, the risks and benefits of telemedicine were discussed with the patient and verbal consent was obtained.

UW Medicine
TELEHEALTH