

# TELEHEALTH FRONT DESK AND BILLING WORKFLOW CENTRICITY BUSINESS

## APPOINTMENT SCHEDULING

Schedule telehealth visits utilizing two new appointment codes listed below:

- Established Telehealth appointment – ETM
- New Telehealth appointment - NTM

These visits are set up as 30-minute appointments to accommodate all provider scheduling templates

## CHECK IN

When checking in the patients, you will change the LOC of these services from the default of office to Telehealth – 02 for specific FSC listed below:

FSC
Aetna Better Health
Aetna Commercial
Amerigroup Medicaid
Amerihealth
HORIZON NJ HEALTH

<b>TES Encounter:</b>	<input type="text" value="G"/>
<b>Invoice:</b>	<input type="text" value="G"/>
<b>Provider:</b>	<input type="text" value="FAROOK MD,TANN"/>
<b>Referring Phys:</b>	<input type="text"/>
<b>Other Provider:</b>	<input type="text"/>
<b>Billing Area:</b>	<input type="text" value="JS BETHANY PEDIA"/>
<b>Location:</b>	<input type="text" value="OFFICE"/>
<b>Service Date:</b>	<input type="text" value="03/25/2020"/>
<b>FSC:</b>	<input type="text" value="CIGNA"/>
<b>Paid in full (Self Pay):</b>	<input type="checkbox"/>
<b>TES Prior Pt Bal:</b>	0.00
<b>BAR Prior Pt Bal:</b>	
<b>Today's Pt Amt TES:</b>	
<b>Copay to Collect:</b>	
<b>Total Amount:</b>	0.00
<b>Other Group Bal:</b>	<input type="checkbox"/>

Clear the Location and enter the location of 02 for Telehealth this will carry through to the charge.

## CHARGE POSTING

- Utilize current charge entry process to post all telehealth charges. This will either be through TES check out or TES Charge Entry.
- You will enter the modifier GT or 95, when appropriate, based on the attached guide.
- Telehealth visits will be billed with appropriate CPT codes based on documentation



## TELEHEALTH TES EDITS

Telehealth (interactive face to face visits through platform) and telephone (non-face to face visits) have distinct billing requirements with FSC. Certain FSC require Telehealth place of service codes and/or GT modifier. Following are the list of FSC and special billing guidelines:

### **1. Place of Service Telehealth 02:**

Following FSC require place of service code 02 should be submitted for all Telehealth services provided utilizing interactive mode of communication to complete face to face visit:

<b>FSC</b>
Aetna Better Health
Aetna Commercial
Amerigroup Medicaid
Amerihealth
HORIZON NJ HEALTH

### **2. Telehealth 95 Modifier:**

Following is the list of payors that require 95 modifier for Telehealth services:

<b><u>FSC List</u></b>
Aetna Medicare Advantage
Clover Health
Medicare
Medicare Railroad
United AARP Complete

### **3. Telephone Visits CPT codes:**

Following is the list of FSC that require tele-communication non-face to face services rendered by telephone be billed with CPT code G2012.

**All other FSC should be billed with CPT codes 99441-99443 based on documentation.**

**DO NOT BILL WITH GT/95 MODIFIERS**

<b><u>Payor List:</u></b>	<b><u>Date of Services</u></b>
Cigna	All DOS

## **Billing Rules:**

### **1. Telehealth Visit Type/GT/95 Modifier Without POS 02:**

Rule edit as an error when visit is scheduled as new or est Telehealth or mod GT/95 is present and POS is not 02 for specific payors. Update the POS to 02 to clear the edit for telehealth visit.

### **2. Telehealth Visit Type/GT or 95 Modifier/POS 02 Without Correct Payors**

Rule edit as an error when visit is scheduled as new or est Telehealth or mod GT/95 is present and POS is 02 for payors not accepting POS 02. Update the POS to office 11 for telehealth visits.

### **3. Telephone CPT Validation Rule:**

Error message: Telephone Visit codes (99441-99443) are not billable to Cigna for any DOS. Please update the code per documentation guidelines to clear the edit.

### **4. Telephone CPT G2012 Validation**

Error message: Telephone Visit codes G2012 can't be billed to all payors except Cigna all DOS. Please update the code per documentation guidelines to clear the edit.

### **5. Telehealth Missing GT/95 Modifier**

Warning message: Patient is scheduled for telehealth visit and charge is missing GT/95 mod. Add GT/95 mod if telehealth visit was performed utilizing face to face interaction platform.

### **6. Telehealth payor require 95 modifier:**

Rule will edit as error message when scheduled Telehealth visit is billed to Medicare and Mcare Advantage and missing 95 mod. Add 95 mod to clear the edit.

### **7. Telephone visit can't be billed with telehealth modifier:**

Rule will edit as an error when CPT codes G2012 and 99441 – 99443 (except Medicare and Medicare Advantage plans) are billed with GT or 95 modifier. Remove modifier for Telephone visit to clear the edit

### **8. Modifier GT and 95 can't be billed together:**

Rule edit as an error when both modifiers are billed together on the charge line. Remove the incorrect modifier per payor guidelines to clear charge for telehealth services.

Each of these rules will fire an edit that will display in your Task Manager listing.

You will correct these edits just as you would/do with any other edit.

- Select the line item
- Open the instructions tab
- And select Edit transaction

See accompanying screen shot

TES Edits (3000) Last Refreshed: 12:42 AM

View: MHR TES Edits - All Show: All 919 Items Refresh

Grp	Crtriker	Billing Area	Notes	Status	Patient Name	Enc #	Transaction	Edt Condition Name	Total Trans Amt	Service Dt	EdtDt/Assigned To	Provider
22	PKIN	35 PEDIATRIC GI	N	New	WOHL,DANIEL	973248	13259555	CLN - MISSING BILLING AREA	30.00	07/05/2019	198	
22	BORSO	35 PEDIATRIC GI	N	Open	WOOD,MACKENZIE	5890223	13546056	CM NPT New Patient Code For Established Pa	690.00	02/13/2020	9	MCMGRATH JIMENEZ,JENNIFER
22	RAS	35 PEDIATRIC SEDATION	N	Open	I WOODS,JUSTIN	9708163	13259938	Hold Unlisted No Description Review	85.00	08/19/2019	184	JARQUIO GROSSMAN MD,BRUCE
22	WHAITSON	35 CHILD EVALUATION	N	Open	WOODWARD,LIGAN	5890788	13517928	Hold # 99214 and 99215 for Alistio and Job	200.00	03/18/2020	8	WHAITSON ALONSO MD,DENISE
22	RAS	35 PEDI PULMONARY	N	Open	CODING XELHUA,ALEXANDR	5891647	13548973	ClaimsManager - IDC01111	240.00	03/14/2020	6	JARQUIO NAKHLEH DO,NADER
22	RAS	35 PEDI PULMONARY	Y	Open	CODING XELHUA,ALEXANDR	5891648	13548974	ClaimsManager - IDC01111	240.00	03/15/2020	6	JARQUIO NAKHLEH DO,NADER
22	SKADAMB	35 PEDIATRIC INFECTIOU	N	New	XELHUA,ALEXANDER	5893450	13551717	CM MFD Typical Daily Frequency Exceeded	240.00	03/13/2020	1	DAWIS MD,MARIA
22	SKADAMB	35 PEDI NEPHROLOGY	N	New	XELHUA,ALEXANDER	5893506	13551724	CM MFD Typical Daily Frequency Exceeded	240.00	03/08/2020	1	HIDALGO MD,GUILLELMO
22	SKADAMB	35 PEDI NEPHROLOGY	N	New	XELHUA,ALEXANDER	5893512	13551779	CM MFD Typical Daily Frequency Exceeded	240.00	03/13/2020	1	HIDALGO MD,GUILLELMO
22	ARAJESHWAR	35 PEDIATRIC INFECTIOU	N	New	YAEGER,WILLIAM	5867102	13508145	CM MFD Typical Daily Frequency Exceeded	345.00	02/10/2020	36	DAWIS MD,MARIA
22	ARAJESHWAR	35 PEDIATRIC INFECTIOU	N	New	YAEGER,WILLIAM	5867103	13508146	CM MFD Typical Daily Frequency Exceeded	345.00	02/11/2020	36	DAWIS MD,MARIA
22	TVERNON	35 PEDI NEUROLOGY	N	Open	ZAMPPELLA-FILCH,AIDAN	5893552	13551822	CM NPT New Patient Code For Established Pa	690.00	03/24/2020	1	MCMGRATH CHAABAN MD,JANTI
Grp: 23 - 4 Items												
23	CRUSSO	MERIDIAN PEDI SURG AS: N	N	New	DELLASELVA,JOSEPH	5893992	13552533	CM MOD Modifier not appropriate	0.00	03/25/2020	1	STAAB MD,VICTORIA
23	CRUSSO	MERIDIAN PEDI SURG AS: N	N	New	LIPARI,COLIN	5993996	13552537	CM MOD Modifier not appropriate	0.00	03/25/2020	1	STAAB MD,VICTORIA
23	CRUSSO	MERIDIAN PEDI SURG AS: N	N	New	ONEILL,ELLA	5894148	13552743	CM MOD Modifier not appropriate	0.00	03/25/2020	1	STAAB MD,VICTORIA
23	CRUSSO	MERIDIAN PEDI SURG AS: N	N	New	WARD,LILLY	5894151	13552746	CM MOD Modifier not appropriate	0.00	03/25/2020	1	STAAB MD,VICTORIA
Grp: 26 - 7 Items												
26	LDOMER	35 NAVESINK PEDIATRICS	N	Open	AUNG,SAMUEL	5813410	13417975	CM SUB Add On Proc w/o Primary Proc	40.00	12/16/2019	99	DLYONS CONNORS DO,JAIMIE
26	DLYONS	35 NAVESINK PEDIATRICS	N	Open	DAVIS,SPENCER	5776541	13359922	CM NPT New Patient Code For Established Pa	260.00	11/13/2019	7	PULCINI DO,ASHLEY
26	DLYONS	35 NAVESINK PEDIATRICS	N	Open	DICORCIA,MADELYNE	5883313	13539219	CM NPT New Patient Code For Established Pa	385.00	03/09/2020	17	PULCINI DO,ASHLEY
26	PASQUALINI	35 NAVESINK PEDIATRICS	N	Rework	DINAPOLI,BELLA MIA	5780099	13077133	CM SUB Add On Proc w/o Primary Proc	40.00	11/21/2019	126	DLYONS PULCINI DO,ASHLEY
26	LAOMER	35 NAVESINK PEDIATRICS	N	Open	FABOZZI,WILLIAM	5832115	13449311	CM SUB Add On Proc w/o Primary Proc	50.00	01/11/2020	75	DLYONS CONNORS DO,JAIMIE
26	LDOMER	35 NAVESINK PEDIATRICS	N	Open	MILLER,CADE	5796739	13399920	CM SUB Add On Proc w/o Primary Proc	40.00	12/02/2019	89	DLYONS MILLER DO,STEPHEN
26	DLYONS	35 NAVESINK PEDIATRICS	N	Open	URBANI,SARAH	5841837	13468387	CM NPT New Patient Code For Established Pa	480.00	01/23/2020	64	MCMGRATH PULCINI DO,ASHLEY
Grp: 27 - 5 Items												
27	ARAJESH	35 WOUND CARE	N	Open	LEWIS,ROBERT	5970615	13029979	CM LBT Missing required LMRP Part B diagnos	120.00	05/23/2019	301	DSHRIVASTAVA VIGNA NP,PATRICIA
27	ARAJESH	35 WOUND CARE	N	Open	LEWIS,ROBERT	5993633	13064241	CM LBT Missing required LMRP Part B diagnos	120.00	06/06/2019	286	DSHRIVASTAVA VIGNA NP,PATRICIA
27	ARAJESH	35 WOUND CARE	N	Open	LEWIS,ROBERT	5993660	13064297	CM LBT Missing required LMRP Part B diagnos	120.00	05/30/2019	286	DSHRIVASTAVA VIGNA NP,PATRICIA
27	ARAJESH	35 WOUND CARE	N	Open	LEWIS,ROBERT	5915633	13090363	CM LBT Missing required LMRP Part B diagnos	120.00	06/19/2019	269	DSHRIVASTAVA VIGNA NP,PATRICIA
27	ARAJESH	35 WOUND CARE	N	Open	LEWIS,ROBERT	5615636	13090366	CM LBT Missing required LMRP Part B diagnos	120.00	06/20/2019	269	DSHRIVASTAVA VIGNA NP,PATRICIA
Grp: 28 - 2 Items												
28	INTEROP	BARNEGAT PRIMARY CARI	N	New	DELTUFO JR,ALBERT	2934725	7180838	ClaimsManager Review Required	135.00	03/28/2016	1	BEDI MD,HARJINDER
28	INTEROP	BARNEGAT PRIMARY CARI	N	New	DELTUFO JR,ALBERT	2934725	7180839	ClaimsManager Review Required	15.00	03/28/2016	1	BEDI MD,HARJINDER
Grp: 29 - 1 Items												
29	MODMNC	PEDI UROLOGY ASSOC LC N	N	Open	CAMP,JENNIFER	5847631	13475258	ClaimsManager - HOV111	1190.00	01/16/2020	58	AWALCZAK KOZAKOWSKI,KRISTIN
Grp: 30 - 1 Items												
30	SHAMMA	MAYUR V. PATEL M.D. OB-N	N	Rework	DENNY,JANNA	5815890	13421868	CM SUB Add On Proc w/o Primary Proc	650.00	10/28/2019	97	OTRIM PATEL MD,MAYUR V
Grp: 32 - 319 Items												
32	LGOMEZ	SMG NEUROLOGY	Y	Resolve	ABOWITZ,GERAI	3701903	13240488	CM NPT New Patient Code For Established Pa	0.00	09/17/2019	191	LGOMEZ KLINOV MD,VLADIMIR
32	AMANNING	BAYSHORE ENDOCRINOLOG	N	Open	ADAMES,JOSEPH	5892324	13551396	ClaimsManager - mh080111	10.00	03/05/2020	1	KSMIT PATEL MD,PARINI
32	TELOCK	MERIDIAN NEURO SURGER	N	Open	ALESTI,MARTIN	5894228	13593928	Telemedicine place of service codes	135.00	03/24/2020	1	MCSMIT SALERNO MD,SHON
32	DASCHENBRAND	SMG COLON AND RECTAL N	N	New	AMATO,PASQUALE	5706436	13247651	ClaimsManager - IDC01111	1640.00	09/20/2019	188	KHOV MD,ROBERT
32	DASCHENBRAND	SMG COLON AND RECTAL N	N	New	AMATO,PASQUALE	5728251	13282827	ClaimsManager - IDC01111	1640.00	10/07/2019	171	KHOV MD,ROBERT
32	NHARDON	NMC ENDOVASCULAR AT IV	N	Office	IANDERSON,WILLIAM S	5827362	13441524	CM LBT Missing required LMRP Part B diagnos	7900.00	12/17/2019	79	JARQUIO SAMRA MD,MATTHEW

## CORRECTING THE EDIT

The charge will display and based on the edit you will correct the appropriate field.

NOTE: If you must correct the LOC field you will need to change it on two data fields.

**You will update the modifier on this screen and if the procedure needs to be changed this is also the location for that action.**

Patient: ██████████ MRN: ██████████ Encounter: 5893322  
 Created: 03/24/2020 AMANN Status: Open Appt #: ██████████

Svc Dt: 03/05/2020 FSC Flow: 450,1 FSC #: 450  
 Provider: PATEL MD,PARINI Ref Phys: PARHAR MD,AVT Auth #:   
 Division: ENDOCRINOLOGY Hospital:   
 BillArea: BAYSHORE ENDOCRIN Admit Dt:   
 Location: OFFICE Discharge Dt:   
 Other Prov: MAFFEY NP,VICT Auto #:   
 Description: Type 1 diabetes mellitus with hypergly  
 1 E10.65 Type 1 diabetes mellitus with hypoglyc  
 2 E10.649 Type 1 diabetes mellitus with hypoglyc  
 3 E10.9 Type 1 diabetes mellitus w/out complic

Procedure	O	Service Dt	Prov	FSC FI	FSC	Diag	Mod	Un	Un Amt	Total Am
2	99354	03/05/2020	RMC	450,1	450	1,2,3		1	430.00	10.00
3	36416	03/05/2020	RMC	450,1	450	1,2,3		1	10.00	15.00
4	82962	03/05/2020	RMC	450,1	450	1,2,3		1	15.00	825.00
<b>Total:</b>									825.00	

The two data fields tht need to be changed to the appropriate LOC of 02

Select Patient ▼ SSN: Tel: 732-693-2010 Patient Needs: POL acct:

### TES Encounter/Transaction Entry/Edit - Transaction Details

Patient: [REDACTED] MRN: [REDACTED] Encounter: 5893322

2 Created: 03/24/2020 4:02P By: AMANNING TES Batch: 555647  
 Last Mod: 03/25/2020 11:56P By: TESNJ Status: Edits

Proc: 99354 Desc Ovr: [ ] Proc Desc: PROLONGED SERVICE, OFFICE  
 Appt No.: 6295896 Svc Dt: 03/05/2020 Prior Auth: [ ]  
 Modifier: [ ] Admit Dt: [ ] Thru Dt: [ ]  
 Hospital: [ ] Unit Amt: 430.00 Total Amt: 430.00  
 Units: 1 Prim Dx: E10.65 Dx List: E10.65,E10.649,E10.9  
 FSC Flow: FSC: 450 Referral: [ ]  
 Provider: PATEL MD,PARINI Ref Phys: PARHAR MD,A  
 BillArea: BEN Location: OFFICE  
 DiscType: [ ] Disc %: [ ] Group: 32  
 Oth Prov: MAFFEY NP,VICTORIA Comment: [ ]  
 Orig Amt: Adj Amt: Ext Amt:

Select Patient ▼ SSN: Tel: 732-693-2010 Patient Needs: POL acct:

### TES Encounter/Transaction Entry/Edit - Encounter Details

Patient: [REDACTED] MRN: [REDACTED] Encounter: 5893322  
 Created: 03/24/2020 4:02P By: AMANN Status: Open Appt #: [REDACTED]

Svc Dt: 03/05/2020 FSC Flow: 450,1 FSC: 450  
 Prov: PATEL MD,PAI BillArea: BAYSHORE  
 InjTyp: [ ] Location: OFF  
 InjDt: [ ] Pri Auth: [ ] Res #: [ ]  
 Hosp: [ ] Admit Dt: [ ]  
 Last Ev: 03/25/2020 Case #: [ ] Dis Dt: [ ]  
 OthPrv: MAFFEY NP,VI

Diagnosis	Description
1 E10.65	Type 1 diabetes mellitus with hypergly
2 E10.649	Type 1 diabetes mellitus with hypoglyc
3 E10.9	Type 1 diabetes mellitus w/out complic
4 [ ]	
5 [ ]	
6 [ ]	