



Telehealth Outpatient Therapy

Telehealth for Therapy



IMPACT-Special COVID-19 Issue

- https://ppsapta.org/pps_files/news/82A4F173-0316-1EDD-3CA1E29741DB2870.pdf
- **Tips and Tricks to Start Telehealth Tomorrow**



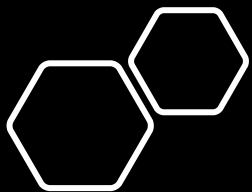
What It Is



A true audio/video visit where the patient is treated through an audio/video platform.



Typically done for therapy in “real time.”



What It's Not

- E-visits
 - We will cover in a future huddle
- Phone calls



A close-up, low-angle shot of a person's foot stepping onto a wooden plank. The foot is wearing a shoe with a light-colored, patterned sole. The plank is part of a set of stairs or a walkway, with other planks visible above and below. The lighting is warm and slightly dim, creating a moody atmosphere. The background is dark and out of focus.

Steps To Get Going



Step 1 – Choose Your Telehealth Platform



- HIPAA compliant
 - (recommended but not required during the National Emergency period)
- Easy to use by patients and staff
- Devices/browsers/apps
- Cloud based
- Check the Impact Article for a List

Step 2 – Check Your State Practice Act



- Included
- Limitations
- Specific Instructions
 - Identifying patients
 - Consent to treat via telehealth
 - Specific documentation requirements
 - Specific licensure requirements
 - PTs/PTAs/OTs/COTAs/SLP?



Step 3 – Check Your Liability Insurance

- Most cover you for in clinic and for digital delivery of services, but double check and make sure



Step 4 – Evaluate Equipment Needs

- Internet speed
 - 15 MBPS Download
 - 5 MPBS Upload
- Laptops/Tablets
- Microphone
- Cameras
- Environment for Clinician
 - Professional background
 - Quiet
 - Privacy

Step 5 – Train Your Staff



- Webinars specific to telehealth visits for therapists
- It is not the same as an in-person visit
- Do some “test” visits on each other
- Eye contact
- What to do when connections go bad
- How to talk through connections for patients who are struggling



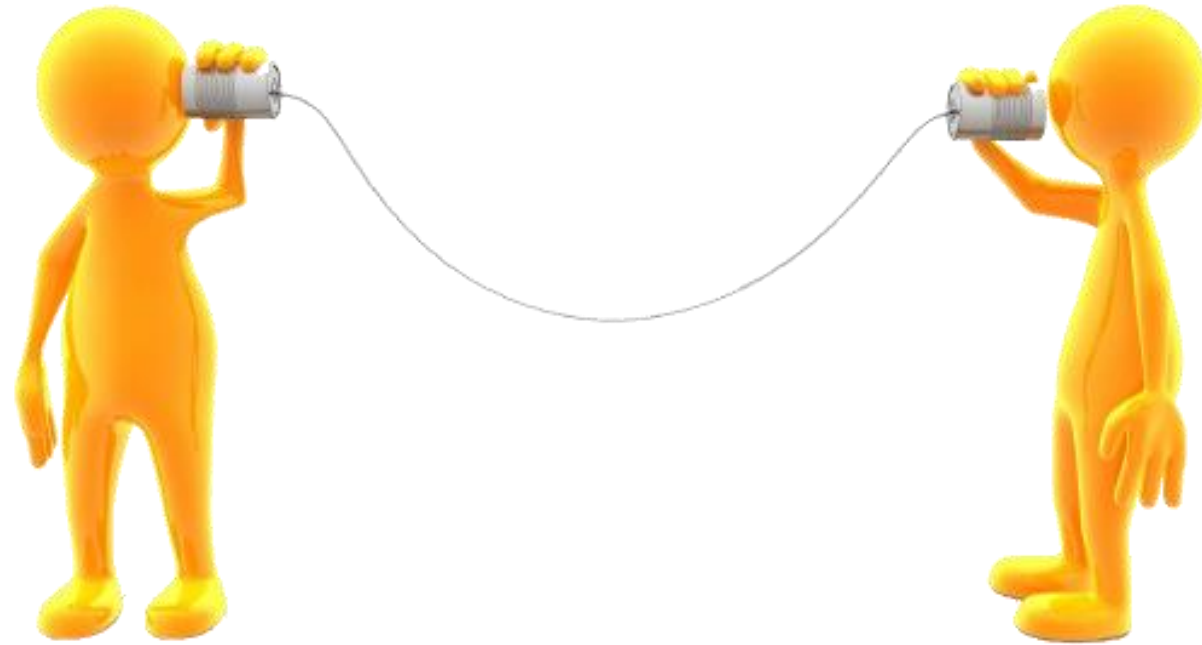
Step 6 – Process Development

- Appropriate patients
- Scheduling
- Insurance verification
- How much time for the visit
- Cost for cash based
- Paperwork
- Consents
- Staff policies
- Emergencies

Insurance Verification



- Do you pay for telehealth services provided by PT, OT and/or SLP?
- Is there an authorization process?
- Are regular therapy codes covered?
- Do I use POS service code 02 on the claim form?
- Are any other modifiers required on the CPT codes?
- Do regular copays/co-insurance and deductibles apply?
- Regular questions (visit limits, financial limits, etc)



Step 7 – Patient Communication

- Clear instructions
- What to expect
- Why this is helpful
- Limitations

Step 8 – Document/Bill/Code

- Document the visit
- Follow regular documentation guidelines
- Statement about telehealth delivery and why it is needed
- Code and bill according to payer guidelines
- Place of service code 02



Payment Options



Payment

VISA



DISCOVER
NETWORK





E-Visit



- An e-visit is NOT the same as telemedicine by Medicare definition.
- Therapists are still NOT approved as "telehealth" providers.
- These will not be sufficient to "treat" the patient ongoing.
- You have to have an existing relationship with the patient.
- **The patient has to initiate the contact** to you through a "patient portal."
- The patient can be told that you have this ability to answer questions through your portal
- The code definition states that it is a specific time frame over a CUMULATIVE 7-day period. See the definitions at this [link](#). FAQ Document at this [link](#).
- The payment is fairly low for each of these codes (they vary slightly by geographic area, but the averages are below).
 - G2061 \$13.00
 - G2062 \$23.00
 - G2063 \$35.00

Not Covered
for PT

TYPE OF SERVICE	WHAT IS THE SERVICE?	HCPCS/CPT CODE	Patient Relationship with Provider
MEDICARE TELEHEALTH VISITS	A visit with a provider that uses telecommunication systems between a provider and a patient.	<p>Common telehealth services include:</p> <ul style="list-style-type: none"> • 99201-99215 (Office or other outpatient visits) • G0425-G0427 (Telehealth consultations, emergency department or initial inpatient) • G0406-G0408 (Follow-up inpatient telehealth consultations furnished to beneficiaries in hospitals or SNFs) <p>For a complete list: https://www.cms.gov/Medicare/Medicare-General-Information/Telehealth/Telehealth-Codes </p>	<p>For new* or established patients.</p> <p>*To the extent the 1135 waiver requires an established relationship, HHS will not conduct audits to ensure that such a prior relationship existed for claims submitted during this public health emergency</p>
VIRTUAL CHECK-IN	A brief (5-10 minutes) check in with your practitioner via telephone or other telecommunications device to decide whether an office visit or other service is needed. A remote evaluation of recorded video and/or images submitted by an established patient.	<ul style="list-style-type: none"> • HCPCS code G2012 • HCPCS code G2010 	For established patients.
E-VISITS	A communication between a patient and their provider through an online patient portal.	<ul style="list-style-type: none"> • 99431 • 99422 • 99423 • G2061 • G2062 • G2063 	For established patients.

Covered for
PT



Medicare and Non-Covered Commercial Payers True Telehealth

- Not a covered service
- Voluntary ABN for Medicare
- Notice of Non-coverage to Commercial patients
- Set a cash price
- Document as usual

Telehealth Webinar



- PPS hosted a webinar on March 25th
- > 500 participants
 - Steps to Start Telehealth
 - Platforms
 - Billing and Coding
- Recording will be posted and accessible by members and non-members

Payment Advocacy to Achieve Telehealth Privileges

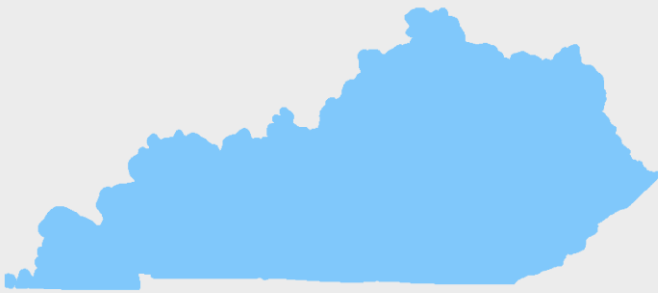


- Multipronged Approach
 - Governor Declaration
 - Departments of Insurance
 - Individual Commercial Payer Policy
 - Industrial Commissions-Workers Comp
 - State Medicaid Agencies

What Has Worked

- Massachusetts led the way when **Governor signed executive order** on March 15, 2020
 - All Insurance payers required to allow all in-network providers to deliver services via telehealth.
 - Rates cannot be lower to in-network providers than a traditional in person visit
 - All Copays, Co-insurance and Deductibles are Waived
 - To protect the public's health
 - To mitigate exposure to COVID-19
- Other States are following suit
- Some State pursuing similar action through the Insurance Commissioners

Success with Workers Comp



- Kentucky Work Comp Commissioner signed a waiver stating WC claims could be filed at the same rate as in clinic visits with telehealth.
- Impact with Third Party Administrators?

State Medicaid Agencies



9 states explicitly reimburse for telerehab services.

- Arkansas
- Connecticut
- Delaware
- Idaho
- Kentucky
- Minnesota
- Missouri
- New York
- Oregon

What's Up with Telehealth Reimbursement?



Anthem



UnitedHealthcare

aetna



Policies that have emerged that are NOT Ideal

- Medicare
- Aetna
- United Healthcare
- These payers have allowed very limited E-Visits and have not expanded their telehealth policies to physical therapists
- How does a provider proceed if they have a state mandate such as the Gubernatorial Emergency Declaration or Insurance Commissioner Waiver?



Gold Standard of a Telehealth Expansion Policy: Considerations for Negotiations

- Allows typical therapy CPT codes (97000 codes). PT's are eligible providers
- Place of Service Code 02 to designate service delivered via telehealth
- Retroactive to date President declared Emergency Order-March 13,2020
- Duration of at least 90 days to allow for continued Social Distancing as the elderly and vulnerable may be hesitant to return to face to face care.
- Payment equal to pay received for in person treatment.
- Waive co-pay, co-insurance and deductibles
- Any telehealth platform permitted by state law
- Originating site to include the patient's home
- No Distant Site Restrictions as far as location and PT's are eligible providers

PPS Website Resources for Pursuing Telehealth Payment

www.ppsapta.org

- [COVID-19 PLAYBOOK- How to Get it Done in Your State](#)
- [State and National PT Telehealth Policies](#)

National Payers Covering Telehealth

- TriWest
 - http://www.triwest.com/globalassets/vapc3-provider-files/quick-reference-guides/tele-health_qrg.pdf
- Tricare East
 - <https://www.humanamilitary.com/provider/education-and-resources/quick-access/policy-updates-and-alerts/covid-19-telemedicine-031320>
- CIGNA
 - Through May 31
 - PT Coverage: 97161, 97162, 97110 (2 units)
 - OT Coverage: 97165, 97166, 97110 (2 units)

PRIVATE PRACTICE SECTION



American Physical Therapy Association



Join I
4,089 m

HOME PRACTICE MANAGEMENT EDUCATION NEWS & PUBLICATIONS ADVOCACY NETWORKING ABOUT US
FACTORS MYPPS

IMPORTANT: Critical Resources for Managing your Business During the COVID-19 Pan



PPS Website
Resources you
may find helpful
www.ppsapta.org



A quick note from Emily...

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- The message we are hearing from physicians
 - Engaging physicians
 - Engaging staff
 - Engaging patients

References

- Center for Connected Health Policy
 - <https://www.cchpca.org/telehealth-policy/current-state-laws-and-reimbursement-policies#>
- APTA Telehealth Page
 - <https://www.apta.org/telehealth/>
- PPS COVID-19
 - www.ppsapta.org
- APTA Answers on E-visits
 - <http://www.apta.org/PTinMotion/News/2020/03/18/E-VisitFAQs/>
- Promoting Telehealth to Patients
 - https://ppsapta.org/sl_files/B855BB5D-ED4D-FB3E-77910B1DEFE1B51B.pdf
- Agile Physical Therapy CEU Course
 - <https://agilept.com/telehealth/for-clinicians/>