Telehealth Guide for
FQHCs using eClinicalWorks
Prepared by HealthEfficient, March 17, 2020

For questions please contact support@healthefficient.org.

Introduction

This document summarizes the steps involved in setting up and configuring the eClinicalWorks TeleVisit module, using the module to hold telehealth encounters with patients, and provides summary information for billing such encounters under New York State Medicaid.

Setting up the eClinicalWorks TeleVisit Module

- Check System Requirements and Configure Network
  - o There are various system and network setup requirements that should be fulfilled prior to product activation. Please see the attached eCW documentation for your IT staff or IT vendor to work from.
- Self-Activate the TeleVisit module within eCW
  - o eCW offers *on-demand activation* of TeleVisits within the application (available in desktop executable and browser versions). You must accept terms, conditions, and pricing to activate TeleVisits.
  - o There are currently two pricing options:
    - ▪ $50 for 250 minutes per practice (aka pool of minutes at $5/minute, invoiced monthly. *Minutes do not roll-over
    - ▪ OR: $2 per TeleVisit Appointment
- Enable TeleVisit Compatibility Test
  - o Once the TeleVisit product has been activated, you will have the option to display an equipment compatibility test to patients on the Patient Portal. Patients should be encouraged to run this test prior to their telehealth appointment
- Register Providers
  - o Once TeleVisits has been activated, you will need to register/enable the appropriate providers. This will require the provider to have an active eCW license, email address, NPI, and 5-digit zip-code
- Download and configure the Healow TeleVisit ("TV") Agent (executable version only)
  - o In the executable version (not the browser version), this component allows providers to view and initiate TeleVisit appointments. This agent is *not* necessary for providers using 11e (browser version)
- Setup the "Visit Type" Code
  - o To display TeleVisits on the Chart Panel of the Progress Note (recommended), you must create a new "visit type" code that you designate as a healow TeleVisit.
- Map Any Pre-TeleVisit Questionnaires for Patients
  - o Questionnaires are customizable forms completed by patients in the Patient Portal and can be mapped to healow TeleVisit visit types.

- The questions of your choosing will be presented to the patient *before* they connect with the provider. You can use these questionnaires to collect vitals and consent.
- Setup Appointment Reminders for Patients
  - Email notification reminders can be enabled and customized via the Patient Portal Settings; if notifications are properly configured, the patient will receive reminders via email. Text messages can also be managed via the separate Messenger module (see "Additional Resources" below).
  - Voice call and text reminders can also be enabled. For calls and texts, eClinicalWorks Messenger must also be enabled from the Product Activation screen.
- Synchronize Portal Tasks
  - Run the synchronization process to enable and sync any new or modified settings related to the Patient Portal. This will ensure you patient portal is matching the configuration of the Telehealth module.

Using the eCW TeleVisit Module

When creating TeleVisit appointments in eCW, the appropriate healow TeleVisit Visit Type code must be selected in the appointment window. If appointment reminders are enabled, the patient will receive a notification via the Patient Portal once their TeleVisit appointment is scheduled. The patient will also receive this reminder via email, voice call or text, if chosen during the configuration process.

Providers can view their TeleVisit appointments in two locations:

- "S" Jellybean
  - TeleVisits are denoted here by a video camera icon and the TeleVisit Visit Type Code
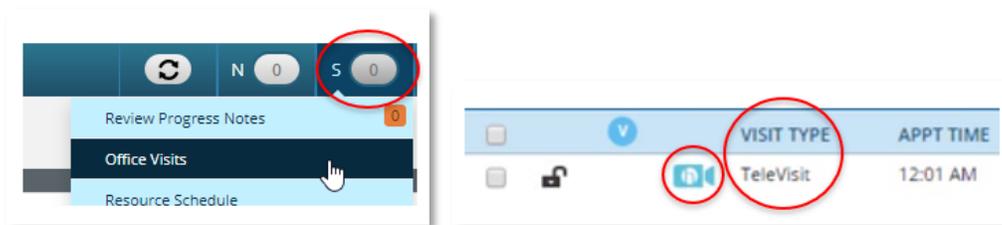
- "TV" Jellybean
  - This jellybean becomes available after product activation and configuration and will turn **red** when there are patients are in the virtual waiting room for their TeleVisit. Clicking the jellybean will display the current date's scheduled TeleVisits, with a status indicator when the patient is online
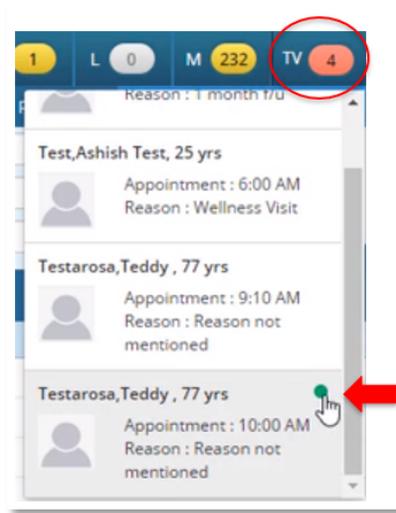
The TeleVisit note can be accessed by both the "S" and "TV" jellybeans, like a regular office visit, by clicking on the appointment. When the patient is online, a Start TeleVisit icon will be available at the top right of the Progress Note. Clicking **Start TeleVisit** will begin the video encounter.

(all screenshots courtesy of eClinicalWorks)

Providers will have the flexibility to view and enter information into the Progress Note during the video encounter, including documentation and importing the patient's completed questionnaire. The provider should complete the Progress Note and lock it accordingly after the encounter.

Emergency Telehealth Billing Information

HRSA's Program Assistance Letter (PAL) 2020-01 confirms in the event of a public health or other emergency (such as COVID-19) where either a provider or patient cannot present at or work from a health center site, telehealth services may be provided to a patient in an out-of-scope service site as long as all of the following 3 conditions are met:

- The service being provided via telehealth is within the health center's scope of project (recorded on Form 5A)
- The clinician delivering the service is a health center provider; and
- The individual receiving the service is a health center patient

This same letter also allows physicians to provide triage services, such as conducting an initial consultation, as part of primary care to patients or to individuals that intend to become a patient of the health center via telehealth in such emergencies.

NY Medicaid Telehealth Billing Guidelines

New York FQHCs that have not opted into an APG and are providing Telehealth services as originating sites should bill encounters accordingly:

- Place of Service code 02 (telehealth)
- Rate code 4012 (off-site services) along with the appropriate modifier indicating the mode of technology used during the visit:
    - 95 – Synchronous telemedicine service rendered via real-time interactive audio and video telecommunication system
    - GT – Via interactive audio and video telecommunication systems
    - GQ – Via asynchronous telecommunications system

Please note: reimbursement applied to rate code 4012 will be to cover administrative expenses associated to the encounter only. However, when a separate and distinct medical service, unrelated to the telehealth encounter is provided at the FQHC originating site, the FQHC may bill both the Prospective Payment System (PPS) rate with modifier 25 and rate code 4012.

NY FQHCs that have not opted into an APG and are providing Telehealth services as distant site providers may bill their PPS rate.

Medicaid Managed Care (MMC) plans are required to cover, at minimum, services that are covered by Medicaid fee-for-service and included in the MMC benefit package, when determined medically necessary. For FQHCs that have not previously billed or considering implementing Telehealth services into their scope of work should consider applicable rate code configuration in eClinicalWorks.

Additional Resources

eClinicalWorks Resources

my.eclinicalworks.com > knowledge > documents and videos

- Patient Engagement – healow > Patient Engagement – healow Core > healow Telehealth Solutions > healow TeleVisits
    - healow TeleVisits – 11 (exe) user guide
    - healow TeleVisits – 11 (browser) user guide
    - healow TeleVisits – Provider View video
    - TeleVisits Recorded Webinar – Mar 2020
- Patient Engagement – healow > Patient Engagement – healow Core > eClinicalWorks Messenger
    - eClinicalWorks Messenger User Guide (EXE)
    - eClinicalWorks Messenger User Guide (Browser)

Federal Resources

- Medicare Telemedicine Health Care Provider Fact Sheet
- CMS Covered Telehealth Services

NY State Resources

- New York State Medicaid Telehealth Policy and NYS Medicaid Coverage of Telehealth PPT