

# Billing for Telehealth with OP 20.0.15

## Quick Reference Guide for RCM Clients

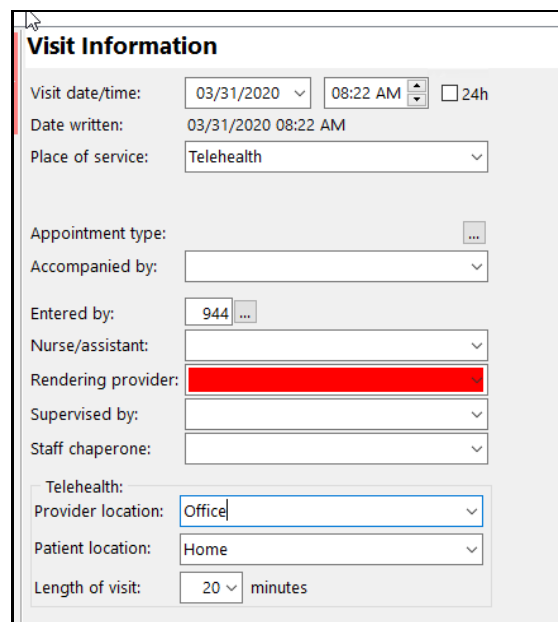
### What is telemedicine?

With the recent COVID-19 pandemic, you may be wondering if/how you can bill for telehealth services for your patients. Many offices have already been using telemedicine, but we wanted to ensure that everyone was aware of the best way to bill for telemedicine, how to work with RCM on telemedicine claims, and what to expect. Per the American Academy of Pediatrics, telemedicine is “a two-way, real-time interactive communication between a patient and a physician or practitioner at a distant site through telecommunications equipment that includes, at a minimum, audio and visual equipment” (American Academy of Pediatrics (AAP), 2019). Please note that the code set 99441-99443 is not considered telehealth since there is no visual component. These codes should be charted normally (without the visit info changed).

### How is it charted?

#### Visit Info

When you see a patient for telehealth, you should ensure that your patient is listed on the schedule under the provider who is seeing the patient (as normal). You will chart this visit as usual in OP. Under the “Visit Info” tab, ensure you are populating the telehealth POS and patient/provider locations. When you populate these fields, OP automatically tags this visit as telehealth, which allows the RCM team to review in more depth when billing.



Visit Information	
Visit date/time:	03/31/2020 08:22 AM <input type="checkbox"/> 24h
Date written:	03/31/2020 08:22 AM
Place of service:	Telehealth
Appointment type:	...
Accompanied by:	
Entered by:	944 ...
Nurse/assistant:	
Rendering provider:	
Supervised by:	
Staff chaperone:	
Telehealth:	
Provider location:	Office
Patient location:	Home
Length of visit:	20 minutes

Once you have completed charting your visit, you will want to go to the coding tab and add the E&M code that is appropriate for the visit as normal. Once you have confirmed that all of the coding looks good, you should mark Ready to Bill, Ready for RCM, or pass to the person in your office who does this.

*While the RCM team is familiar with telemedicine and telehealth rules, there may be some “special” coding rules put into place over the next few weeks/months by some payers. We encourage you to forward any payer-specific information that you receive to our team by emailing your account manager or sending a message to our team in OP.*

## Is this service reimbursable?

Please reach out to your provider representatives, each insurance has different qualifications and policies about telemedicine and reimbursement.

## References

American Academy of Pediatrics, Coding Factsheet Telemedicine. (2019) Telemedicine Services. Retrieved from [https://www.aap.org/en-us/Documents/coding\\_factsheet\\_telemedicine.pdf](https://www.aap.org/en-us/Documents/coding_factsheet_telemedicine.pdf)