

Televisit Workflow

Televisit Appointment

Path: Practice > Resource Scheduling

1. Go to the Provider Schedule and click on the desired time slot.
2. Select Patient.
3. Enter Televisit Facility.
4. Select Provider and Resource.
5. Select Televisit as Visit Type and enter Reason.
6. Click "OK" to book appointment.

The screenshot shows a web-based appointment scheduling interface. At the top, a blue header bar displays the date: "Appointment on Wednesday, March 18, 2020". Below this, the patient information section includes a search bar with "McTigue, Mary, J" entered, a "Name" dropdown, and a "New PT." checkbox. The patient's details are listed as "McTigue, Mary, J" with a birthdate of "08 Jan 2003" and a phone number of "386-315-1234".

The "Appointment" section contains fields for "Facility*" (WMA Televisit), "POS" (2), "Date*" (03/18/2020), "Time*" (03:30 pm), "Provider*" (Willis, Sam), and "Resource*" (Willis, Sam). There is also an "Email" field and a "Web Enable" checkbox.

The "Visit" section features a "Visit Type*" dropdown set to "Telehealth (Televisit)", a "Reason" dropdown set to "COVID 19", and a "Visit Status" dropdown set to "PEN (Pending)". A "Diagnosis" field is also present. Below this is a "Pager Status" section with a "Transition Of Care" button.

The "Billing" section includes "Open Cases" (Case Manager), "Billing Notes", and "General Notes" (a large text area). Under "Co-Pay/ Claim changes for this visit only", there are checkboxes for "Change co-pay for this visit" (checked, with a value of 0.00) and "Non-billable visit".

At the bottom, a navigation bar contains buttons for "Encounters", "Find", "Logs", "Referrals", "Orders", "Checkout", "Bubblesheet", and "OK/Cancel". The "OK" button is highlighted with an orange border.

Progress Note

1. From the Progress Note Provider enters ICD and CPT codes.
2. Provider marks the note Done/Locked.

Billing (McTigue, Mary, J -03/18/2020 03:30 pm, Telehealth) ✕

Pt. Info Encounter Physical Hub

A 📄 🔍 🔄 📄 S ✂️ R 🧤 Re 📄 Dx 🏠 📅 📱 🧪 📄 📄 📄 📄 📄 📄 📄 📄 📄

✕ < > Add ICD Auto Map to ICD10

	P	Code	Diagnosis	Specify	Notes	
1	✕	R05	Cough			🗑️

✕ < > Add E&M Add CPT EM Coder Medicare Edits Pop Up

CPT	Name	Units	M1	M2	M3	M4	ICD1	ICD2	ICD3	ICD4	Notes
99442	PHONE E/M BY PHYS 11-20 ...	1.00					1 R05	●	●	●	🗑️

Billing Notes
⋮
📄
Clr
Follow Up
S
⋮
Clr
Reason
⋮
Clr

2-3 Ds

1 W

2 W

3 W

4 W

6 W

2 M

3 M

4 M

6 M

1 Y

prn

Follow up N/A

< CDSS
Addl. Billing Data
🕒
Close
✔ Done

Create Claim

1. Place of Service 2 drops from the Televisit Facility.
2. ICD Codes, CPT Codes and modifier populates from the Progress Note.

Claim

McTigue, Mary, J 17Y, Female | 01/08/2003 | 386-315-1234 | No | Acc #: 9328

Claim No 798 , Episode No 0 | **Appt Facility** WMA T:WMA Televisit ... | **POS** 2

Service Date: 03/18/2020 | Servicing Provider: Willis, Sam | Billing: Willis, Sam

Claim Date: 03/18/2020 | Resource: Willis, Sam | Rendering: Willis, Sam

Copay: 0.00 | Pt. Uncovered Amt: 0.00 | Supervisor: Willis, Sam

Claim Status: Pending

Ready to Submit (F6) | Set Status to HCFA (F7) | Set Claim to Electronic (F8)

ICD Codes (1)

#	Code	Name
1	R05	Cough
*		

Insurances

Name
Aetna
Medicare

Labs/Diagnostic Imaging/Imm

#	IH/SO	Type	Name

CPT/HCPCS (1)

#	Code	POS	TOS	SDOS	EDOS	M1	M2	M3	M4	ICD1	ICD2	ICD3	ICD4	Units	Billed Fee	Pro Id
1	99442	2	1	03/18/2020	03/18/2020					1				1	50.00	333333
*																

Summary

Error

Claims Logs

Suppressed Error

Billing Notes

Capitated Plan

Patient Portion

Patient Responsibility	0.00	Charges	50.00
Payments	0.00	Payments/Adj	0.00
Balance	0.00	Balance	50.00

Header | Data | Option | Print HCFA (02-12) | Adjustments | Prog. Notes | OK | Cancel

Claim Edits

1. Custom Claim Edits can be created for Televisit claims requiring POS 2 and modifier, if applicable.

Claim Edit Rule : Actions (Televist) ✕

Block 1: (AND)	Condition	Master File	Data Element	Operator	Value	<input checked="" type="radio"/>
AND		CPT	CPT Code(s)	=	99442	

Block 2: (NOT)	Condition	Master File	Data Element	Operator	Value	<input type="radio"/>
AND		Facility	POS	=	2	

Block 3: (AND)	Condition	Master File	Data Element	Operator	Value	<input type="radio"/>
AND		Modifiers	Modifier-1	=	BLANK	

Rule Message update POS and modifier as necessary.

Rule URL

Rule Status ON OFF

Action Error (Claims submission will not be allowed) Warning (Claims submission will be allowed)

Assign Claim Status

Close Back Finish

2. The Claim Edit will appear on the claim Errors tab.