

# Guide for Providers using eClinicalWorks TeleVisits

Version 1.0 (Released April 20, 2020)

When creating TeleVisit appointments in eCW, the Visit Type Code that is associated with a TeleVisit must be selected for that appointment. Practice can create a new TeleVisit Visit Type in eCW or can just update an existing Visit Type to flag it as a TeleVisit.

## Scheduling a TeleVisit appointment:

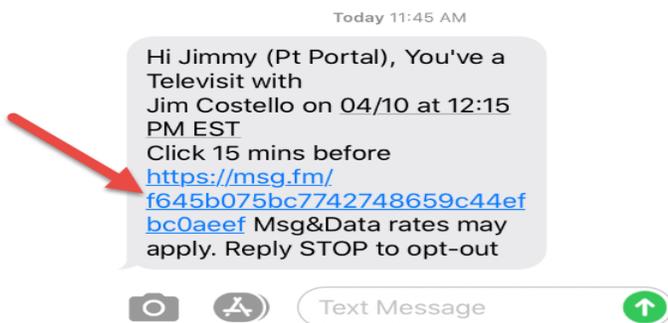
From the Resource Schedule or the Provider's schedule, double click on the date and time requested to open the Appointment window. Select the patient to be scheduled and then select the TeleVisit Visit Type for this appointment and click OK button.

The screenshot shows the 'Appointment on Friday, April 10, 2020' window. The 'Patient\*' field is highlighted with a red box and contains 'Test, Jimmy (Pt Portal), K'. The 'Visit' section has 'Visit Type\*' set to 'MED VIDEO (Medical Telehealth)', also highlighted with a red box. The 'OK' button at the bottom right is also highlighted with a red box. Red arrows point from the patient name, the visit type, and the OK button towards the center of the window.

If appointment confirmation notifications are enabled, the patient will receive a notification in the patient portal confirming this appointment. If the TeleVisit e-mail Appointment Confirmation Notification is also enabled, patient will also receive an email notification containing a link to the TeleVisit at the time this TeleVisit appointment is made.

## Day of TeleVisit Appointment:

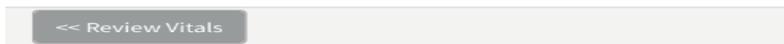
If the TeleVisit email Appointment Reminder Notification is enabled, 30 minutes prior to the scheduled appointment time, the patient will receive an email reminder notification containing a link to the TeleVisit appointment. Additionally, if the TeleVisit SMS Reminder Setting is enabled, the patient will also receive a text reminder notification containing a link to the TeleVisit appointment. In both cases, patients can click the embedded link to start the TeleVisit. While the patient will receive the email and/or Text reminder 30 minutes prior to the scheduled appointment time, the embedded TeleVisit link in the reminder will become active 15 minutes prior to the scheduled appointment time.



Once the patient clicks the TeleVisit link, a vitals questionnaire will display. This is an OPTIONAL questionnaire, NOT mandatory, so patients can leave the fields blank and click the Next button.

A screenshot of a web browser showing a vitals questionnaire. The browser address bar displays "mycw21.eclinicalweb.com". The page header says "healow TeleVisit | Jim Costello | 10 Apr 2020". A yellow box highlights the text "Entering Vitals below is optional." The questionnaire includes input fields for Height (ft and inches), Weight (pounds), Blood Pressure, Temperature (F), Respiratory Rate (breaths per minute), and Pulse Rate (beats per minute). A red arrow points to an orange "Next" button at the bottom.

The Start TeleVisit button will display for the patient to click and enter the Virtual Waiting Room.



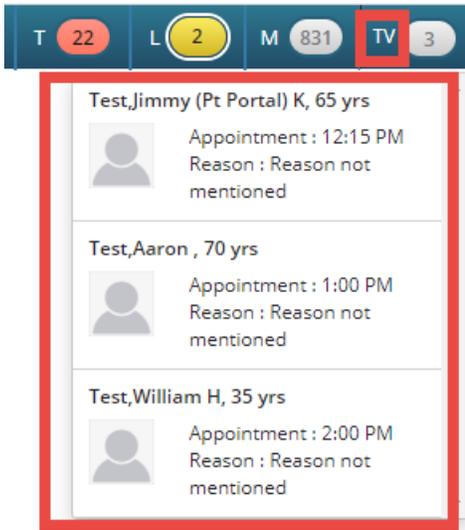
Once in the Virtual Waiting room, the system will display “Waiting for Provider to Join”



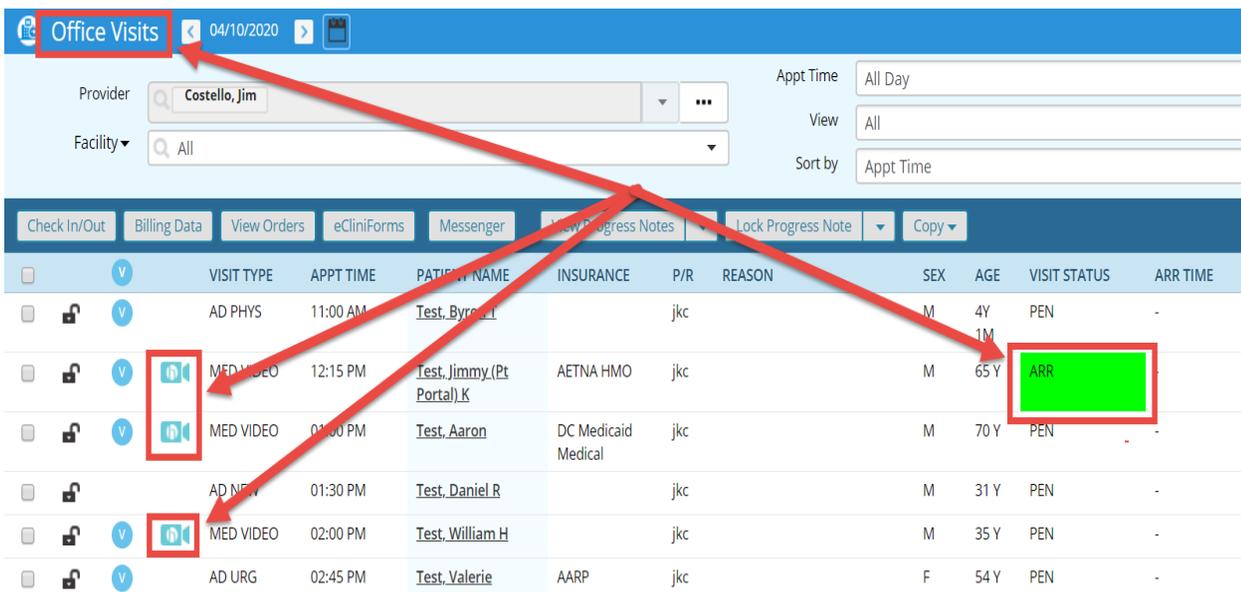
Providers configured to conduct TeleVisits will have a TV (TeleVisit) jellybean option displayed in their eCW.



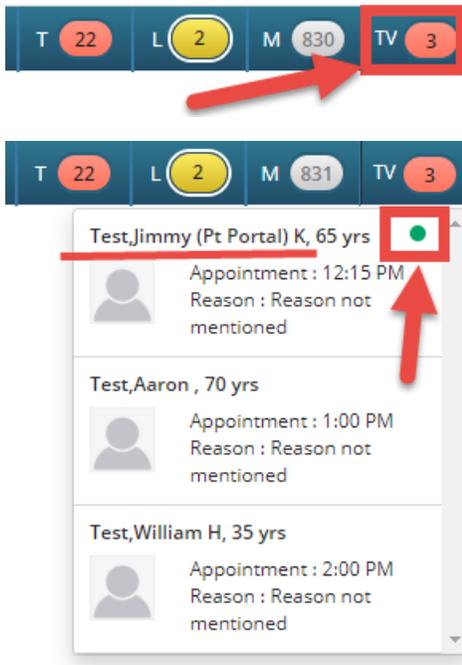
If provider clicks on the “TV” letters of the jellybean the system will display all patients scheduled with a TeleVisit that day.



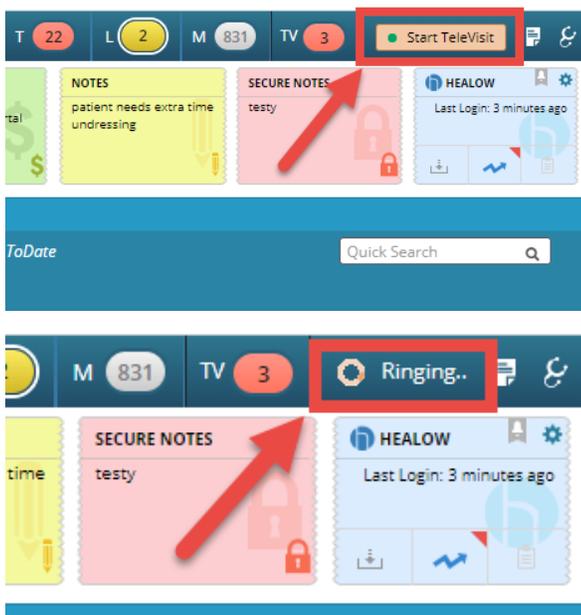
Clicking the TV jellybean itself will open the Office Visits window. The Office Visits window will now display a camera icon to indicate which scheduled appointments are Televisits. It will also update the Visit Status to Arrived once the patient starts the TeleVisit.



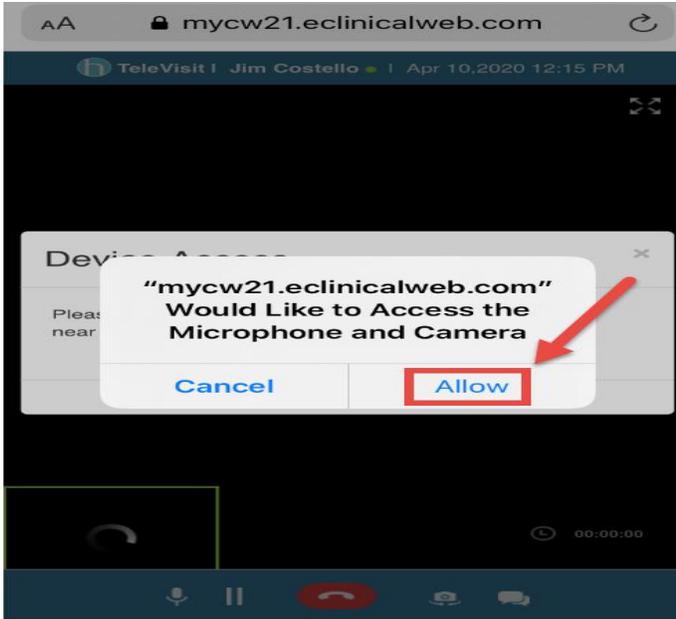
Once a patient is in the Virtual Waiting Room, the TV jellybean will turn Red. Clicking on the “TV” letters will display the scheduled TeleVisit appointments and a GREEN button will display next to the patient in the virtual waiting room.



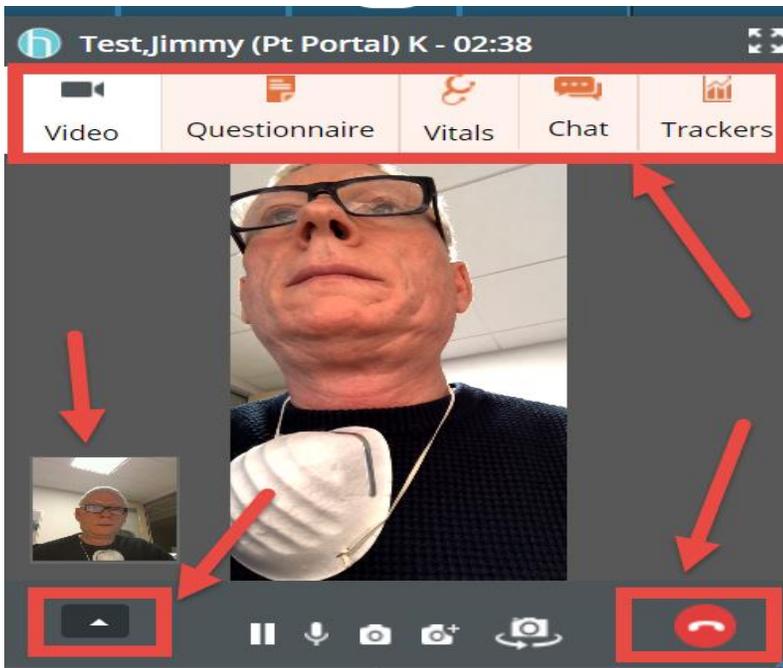
Clicking the patient’s name will open the progress note and a “Start TeleVisit” button will display for the provider. When the provider is ready, they will click Start TeleVisit. A “Ringing” button will display indicating it is connecting with the patient in the virtual waiting room.

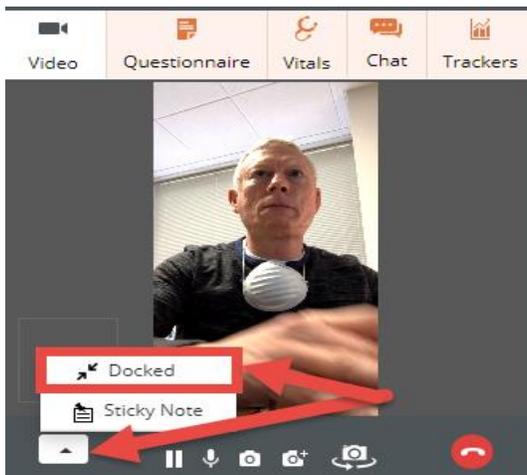


The waiting patient will receive a request to allow eCW access to the microphone and camera. Once they click the “Allow” button, the TeleVisit will begin.

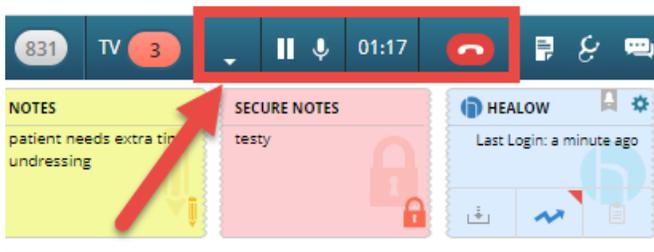


Once the TeleVisit starts, the patient will display in the center of a “pop-up” window in the upper right corner of the progress note window. A smaller image of the provider will display in the lower left corner of the window. A menu bar is at the top of the pop-up window. The icon in the lower left corner allows provide to control how and where the pop-up window displays. The phone icon in lower right corner allows provider to end the TeleVisit.





If the pop-up window is Docked, it will be position next to the TV jellybean. The patient’s image is not visible when docked. To restore the pop-up window, click the downward triangle icon.



If the pop-up window is “Sticky Note” it will be positioned next to the Secured Note in the progress note dashboard. The patient’s image is visible in the sticky note.

R 51 T 22 L 2 M 831 TV 3

extra time

SECURE NOTES  
testy



During the TeleVisit, the provider has access to the entire medical record for the patient and can document the Televisit directly in the progress note while televisiting with the patient.

eClinicalWorks 11e

Test, Jimmy (Pt Portal), K, 65 Y, M

1620 I Street, NW, WASHINGTON, DC20006  
03/01/1955 | 202-552-2309 | 202-210-7093  
jcostello@dcpca.org

Wt: 04/02/15:175 lbs. Apppt(L): 04/13/20 (C)  
PCP: Costello, Jim Lang: English Trans: No

Ins: AETNA HMO Acc Bal: -39.99  
Guar: Jimmy (Pt Portal) Gr Bal: \$250.01 Rec: Costello, Jim

NOTES  
patient needs extra undressing

Test, Jimmy (Pt Portal) K - 00:43

Medical Summary CDSS Labs DI Procedures Growth Chart Imm T.Inj Encounters Patient Docs Flowcharts Notes Patient External Documents

Progress Note Scribe Orders Quick Order 04/13/2020 jkc

Patient: Test, Jimmy (Pt Portal), K DOB: 03/01/1955 Age: 65 Y Sex: Male  
Phone: 202-552-2309 Primary Insurance: AETNA HMO Payer ID: 60054  
Address: 1620 I Street, NW, Suite 300, WASHINGTON, DC-20006  
Account Number: 1800009771 Encounter Date: 04/13/2020 Provider: Jim Costello  
Appointment Facility: COH - CHRC Medical

**Subjective:**  
Chief Complaint(s):  
HPI:  
Current Medication:  
Taking  

- Isentress 400 MG Tablet 1 tablet Orally Twice a day
- Beconase AQ
- Prezista 600 MG Tablet 1 tablet with food Orally Twice a day
- Norvir 80 MG/ML Solution 5 ml with a meal Orally Once a day
- Lipitor 10 MG Tablet 1 tablet Orally Once a day

 Medical History:  
Allergies/Intolerance:  
Surgical History:  
Hospitalization:  
Family History:  
Social History:  
ROS:

**Objective:**  
Vitals:  
Past Results:  
Examination:  
Physical Examination:

UpToDate  
Overview DRTLA Histor  
Test, Jimmy (Pt Portal),  
Problem List SYNCMED  
Global Alerts  
Advance Directive  
11 i would like  
Problem List  

401.1	
781.99	Tendency to fall
250.00	Diabetes
491.20	COPD bronchitis
428.0	CHF (congestive heart failure)
493.90	Asthma
724.5	Backache
401.9	Hypertension
250.01	Type I diabetes mellitus

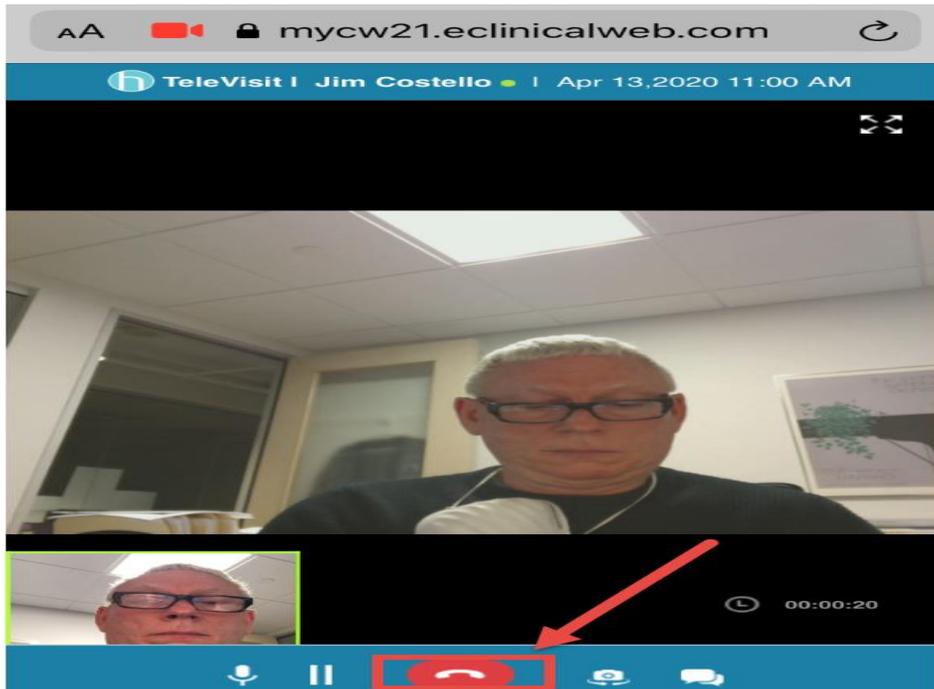
 Medication Summary  
Group By: Date -- All --  
Medications as of Today (04/13/2020)  

Isentress 400 MG Tablet	Taking
Beconase AQ	Taking
Prezista 600 MG Tablet	Taking
Norvir 80 MG/ML Solution	Taking



When the TeleVisit appointment is completed, either the patient or the provider can end the TeleVisit session by clicking the phone icon on the screen.

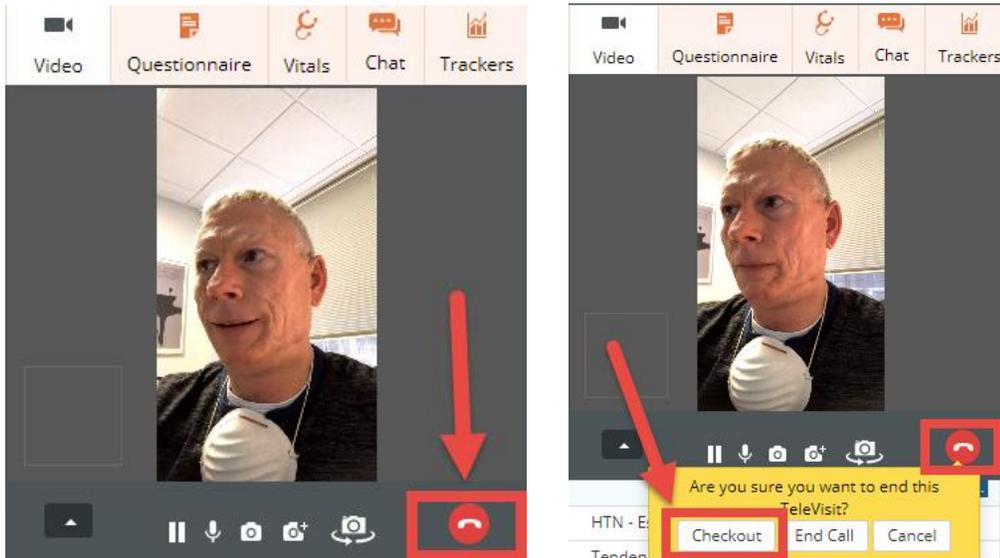
When the patient ends the TeleVisit appointment they will receive a confirmation window to Exit the Televisit appointment.



Once the patient Exits the TeleVisit, the patient portal login window will display allowing the patient to access the portal.



When the provider ends the TeleVisit appointment they have the option to “Check-out” the patient while ending the call. This will update the Visit Status in the Office Visits window.



	V	VISIT TYPE	APPT TIME	PATIENT NAME	INSURANCE	P/R	REASON	SEX	AGE	VISIT STATUS
	V	MED VIDEO	11:00 AM	Test, Jimmy (Pt Portal) K	AETNA HMO	jkc		M	65 Y	CHK

### Billing Requirements for TeleVisit:

For all DC Medicaid and DC Medicaid MCO patients, all TeleVisit appointment must include the “GT” modifier with the Office Visit code along with the Place of Service (POS) being designated as “2 Home”.

Once the provider completes the clinical documentation for the TeleVisit, the last piece is to document the billing portion of the progress note. The GT modifier needs to be associated with the E&M Office Visit code for ALL TeleVisit appointments. Click the M1 field associated with the Office Visit code selected to open the Modifier window.

	P	Code	Diagnosis	Specify	Notes
1	x	Z71.89	Diabetes education, encounter for		

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

CC	CPT	Name	Units	M1	M2	M3	M4	ICD1	ICD2	ICD3	ICD4
	99213	Office Visit, Est Pt., Level 3	1.00					1 Z71.89			

Billing Notes    ...    ab    Clr    Follow Up    s    ...    Clr    Reason    ...    Clr

2-3 Ds    1 W    2 W    3 W    4 W    6 W    Follow up N/A  
 2 M    3 M    4 M    6 M    1 Y    prn    Disposition & Communication

Click the eclipse [...] for the Mod1 field to open the list of available modifiers.

**Notes** [X]

Code : 99213    Name : Office Visit, Est Pt., Level 3

Units : 1.00

Mod1    Mod2    Mod3    Mod4

ICD1    ICD2    ICD3    ICD4

Notes    ab

OK    Cancel

Enter code "GT" to find the modifier and click OK

**Modifiers** [Close]

GT [Active]

Code	Name
GT	Via interactive audio and video telecommunication systems

[New] [OK] [Cancel]

**Billing** (Test, Jimmy (Pt Portal), K -April 10, 2020 12:15 pm, MED VIDEO)

Pt. Info Encounter Physical Hub

[Icons: A, [Clipboard], [Pencil], [Eraser], [S], [Scissors], [R], [Re], [Dx], [Rx], [Calendar], [Alert], [Flask], [Microscope], [Bell], [Dollar], [List], [Folder], [Hand], [Globe]]

Q ICD Q Description [Add ICD] [Auto Map to ICD10]

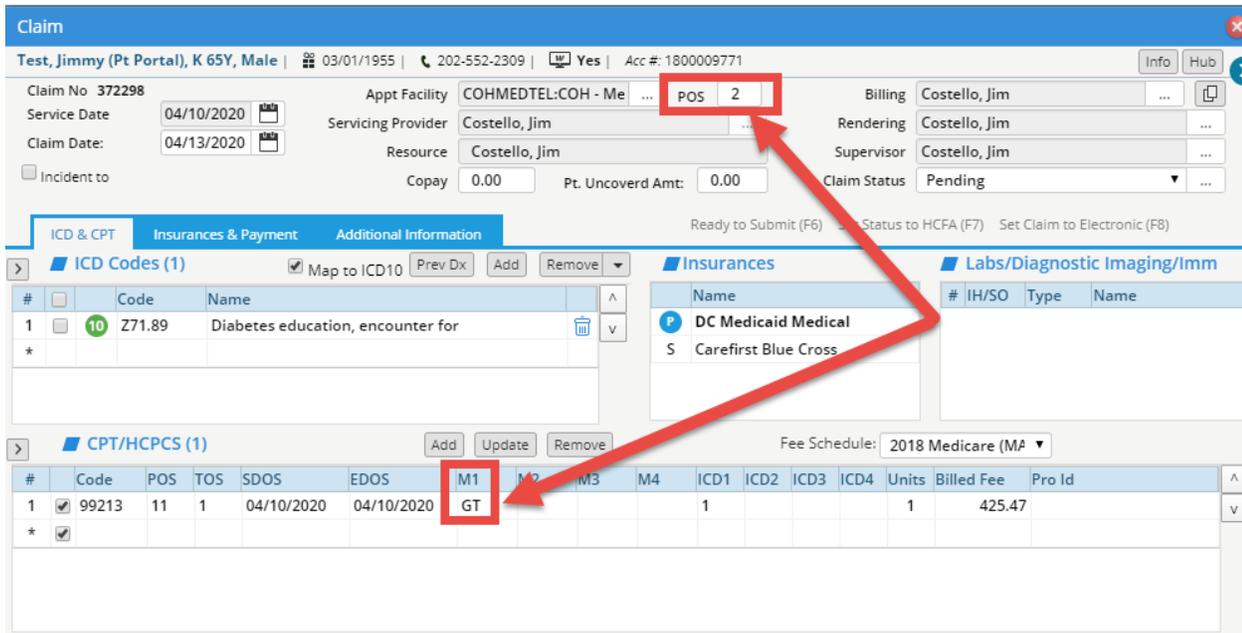
	P	Code	Diagnosis	Specify	Notes
1	x	Z71.89	Diabetes education, encounter for		

Q CPT Q Description [Add E&M] [Add CPT] [EM Coder] [Medicare Edits] [Pop Up]

CC	CPT	Name	Units	M1	M2	M3	M4	ICD1	ICD2	ICD3	ICD4
	99213	Office Visit, Est Pt., Level 3	1.00	GT				1 Z71.89			

Billing Notes [More] [ab] [Clr] Follow Up [S] [More] [Clr] Reason

Once the GT modifier has been added, the last thing to verify is that the Place of Service (POS) for this TeleVisit is “2-Home”. The POS for a TeleVisit appointment is easily accessible on the claim window and will most likely be changed/verified by someone in the billing department. Once the GT modifier has been added and the POS is home, the TeleVisit claim is ready to bill to DC Medicaid.



**Claim**  
 Test, Jimmy (Pt Portal), K 65Y, Male | 03/01/1955 | 202-552-2309 | Yes | Acc #: 1800009771

Claim No: 372298  
 Service Date: 04/10/2020  
 Claim Date: 04/13/2020

Appt Facility: COHMEDTEL:COH - Me ... **POS 2**  
 Servicing Provider: Costello, Jim  
 Resource: Costello, Jim  
 Copay: 0.00 | Pt. Uncoverd Amt: 0.00

Billing: Costello, Jim  
 Rendering: Costello, Jim  
 Supervisor: Costello, Jim  
 Claim Status: Pending

**ICD Codes (1)**  
 # | Code | Name  
 1 | 10 | Z71.89 | Diabetes education, encounter for

**Insurances**  
 Name  
 P DC Medicaid Medical  
 S Carefirst Blue Cross

**CPT/HCPCS (1)**  
 # | Code | POS | TOS | SDOS | EDOS | M1 | M2 | M3 | M4 | ICD1 | ICD2 | ICD3 | ICD4 | Units | Billed Fee | Pro Id  
 1 | 99213 | 11 | 1 | 04/10/2020 | 04/10/2020 | **GT** | | | | | | | | 1 | 425.47

**For questions, please contact:**

Lee Emeni ([lemeni@e-healthdc.org](mailto:lemeni@e-healthdc.org))  
 Nicole Kemper ([nicole@govhealth.com](mailto:nicole@govhealth.com))  
 Jim Costello ([jcostello@dcpca.org](mailto:jcostello@dcpca.org))