

# 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:

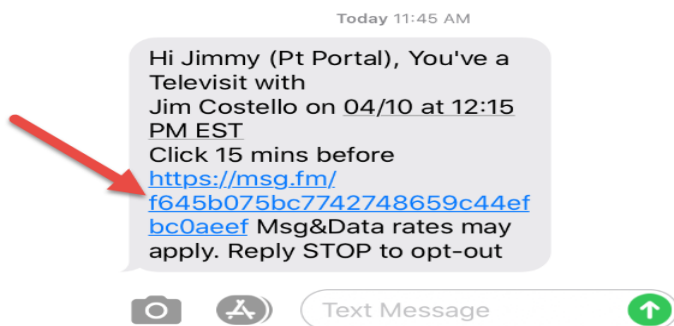
From the Resource Schedule or the Provider's schedule, double click on the date and time requested to open the Appointment window. Select the patient to be scheduled and then select the TeleVisit Visit Type for this appointment and click OK button.

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 shows 'Visit Type\*' set to 'MED VIDEO (Medical Telehealth)', also highlighted with a red box. The 'OK' button at the bottom right is highlighted with a red box. Red arrows point from the Patient field to the Visit Type field and from the Visit Type field to the OK button.

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:

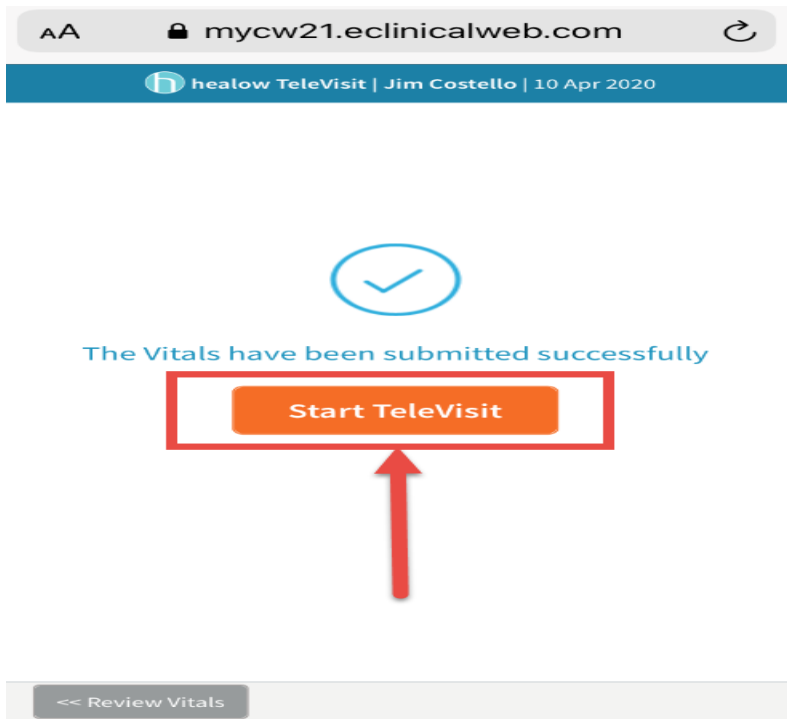
If the TeleVisit email Appointment Reminder Notification is enabled, 30 minutes prior to the scheduled appointment time, the patient will receive an email reminder notification containing a link to the TeleVisit appointment. Additionally, if the TeleVisit SMS Reminder Setting is enabled, the patient 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 the "healow TeleVisit | Jim Costello | 10 Apr 2020" page. A yellow banner at the top states "Entering Vitals below is optional." Below this, there are input fields for: Height (ft and inches), Weight (pounds), Blood Pressure (two fields with a slash), Temperature (F), Respiratory Rate (breaths per minute), and Pulse Rate (beats per minute). At the bottom, there is an orange "Next" button. A red arrow points to the "Next" button.

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



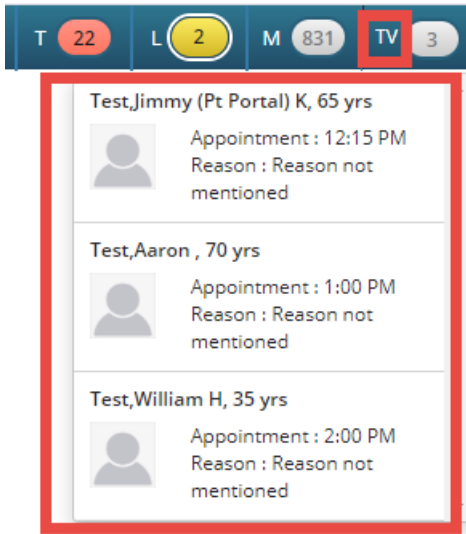
Once in the Virtual Waiting room, the system will display “Waiting for Provider to Join”



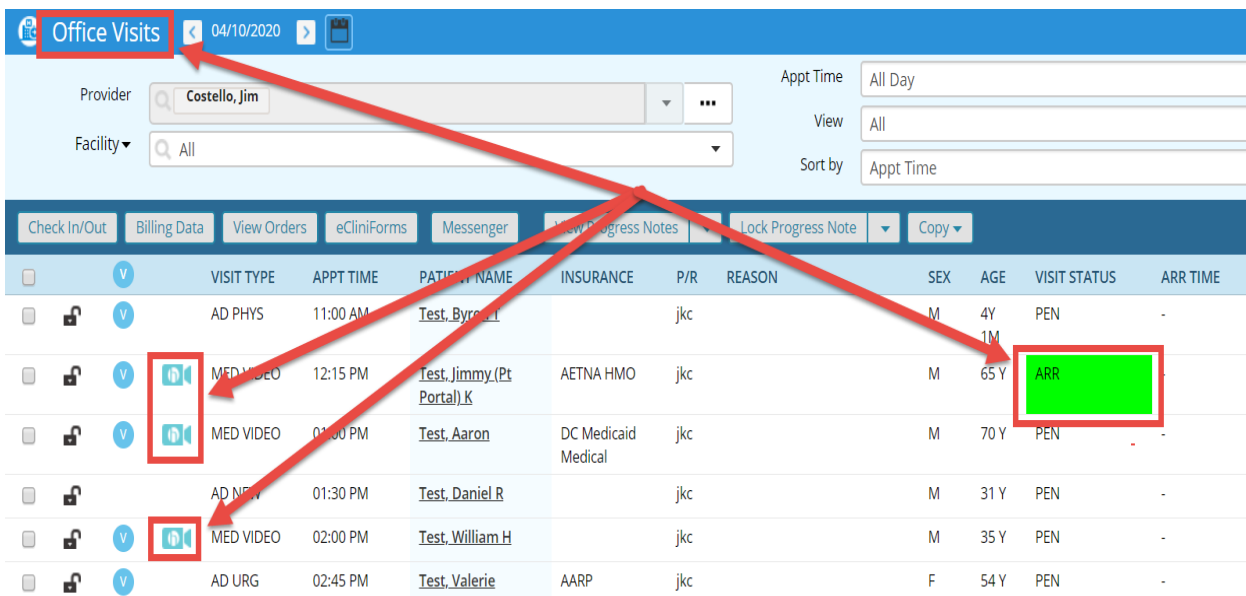
Providers configured to conduct TeleVisits will have a TV (TeleVisit) jellybean option displayed in their eCW.



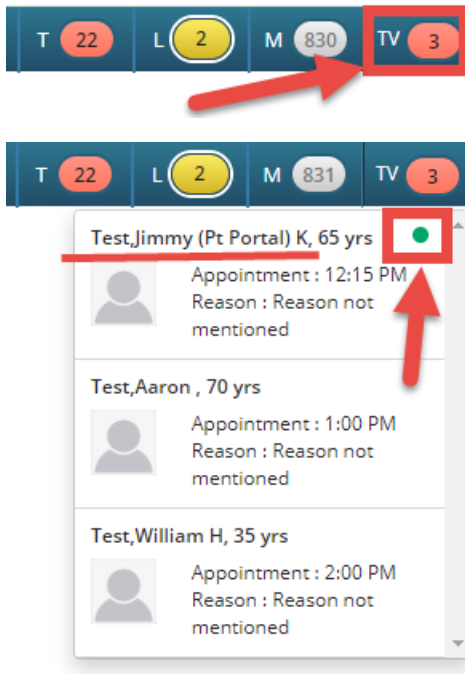
If provider clicks on the “TV” letters of the jellybean the system will display all patients scheduled with a TeleVisit that day.



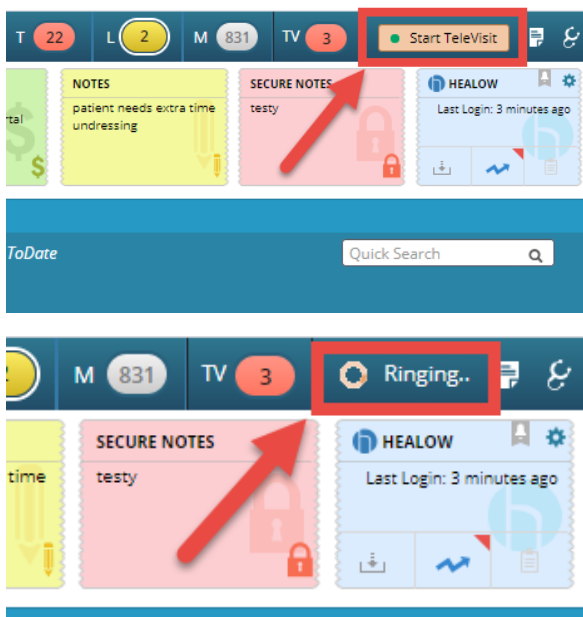
Clicking the TV jellybean itself will open the Office Visits window. The Office Visits window will now display a camera icon to indicate which scheduled appointments are Televisits. It will also update the Visit Status to Arrived once the patient starts the TeleVisit.



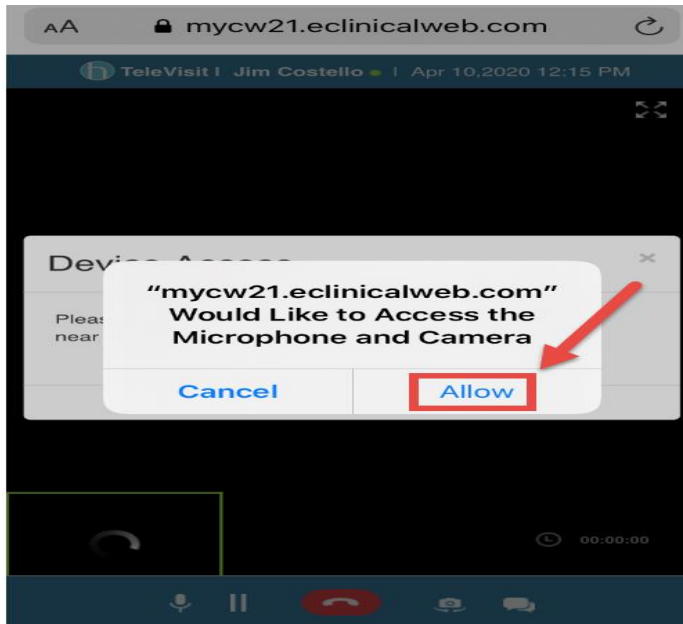
Once a patient is in the Virtual Waiting Room, the TV jellybean will turn Red. Clicking on the “TV” letters will display the scheduled TeleVisit appointments and a GREEN button will display next to the patient in the virtual waiting room.



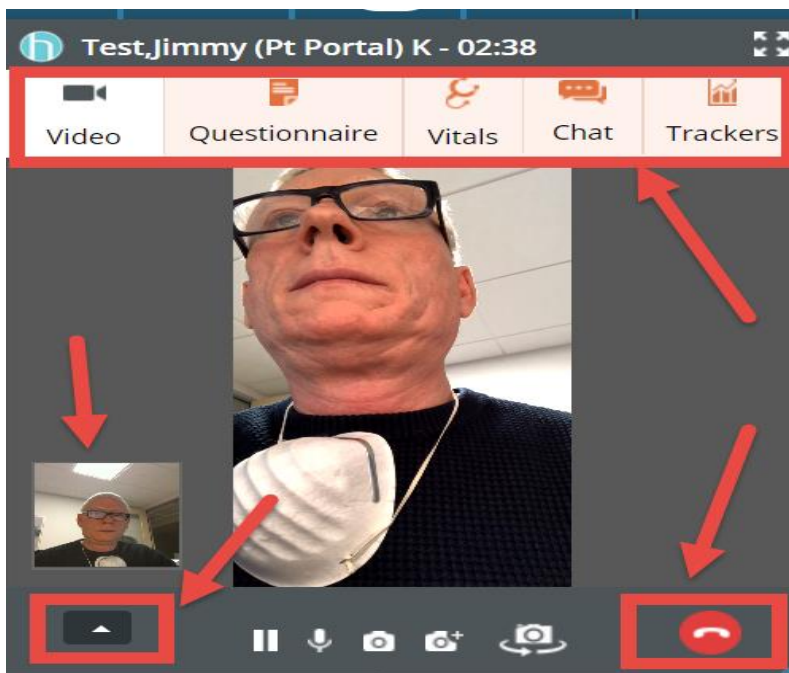
Clicking the patient’s name will open the progress note and a “Start TeleVisit” button will display for the provider. When the provider is ready, they will click Start TeleVisit. A “Ringing” button will display indicating it is connecting with the patient in the virtual waiting room.



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.

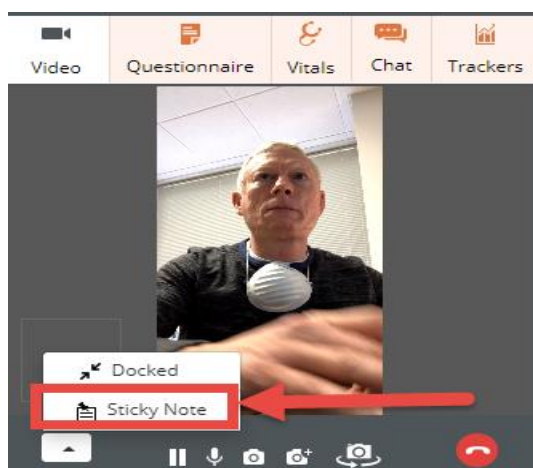
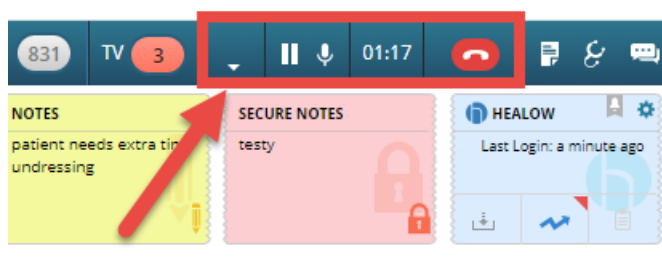


Once the TeleVisit starts, the patient will display in the center of a “pop-up” window in the upper right corner of the progress note window. A smaller image of the provider will display in the lower left corner of the window. A menu bar is at the top of the pop-up window. The icon in the lower left 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.

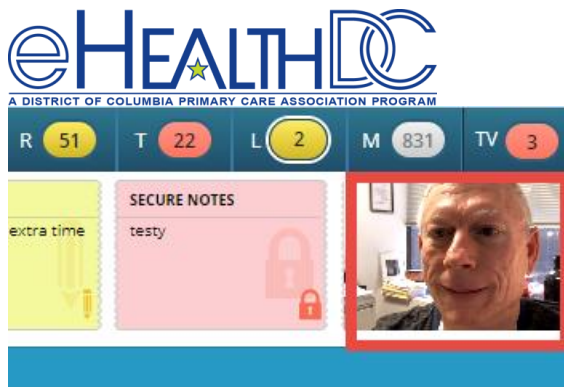




If the pop-up window is Docked, it will be position next to the TV jellybean. The patient's image is not visible when docked. To restore the pop-up window, click the downward triangle icon.



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.



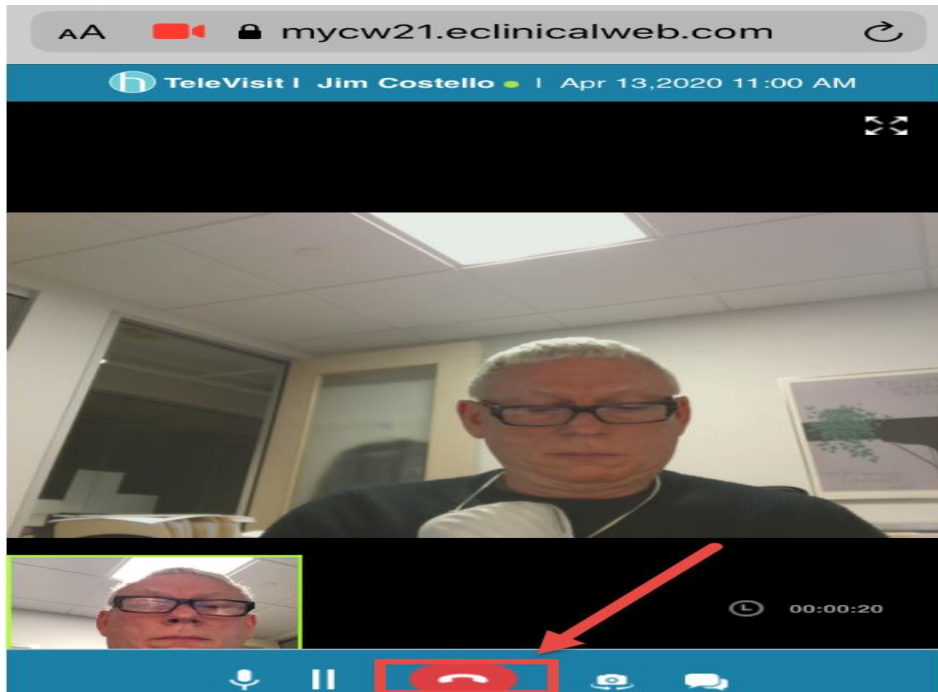
During the TeleVisit, the provider has access to the entire medical record for the patient and can document the Televisit directly in the progress note while televisiting with the patient.

The screenshot shows the eClinicalWorks 11e interface. At the top, there's a header with the eClinicalWorks 11e logo and the text "eClinicalWorks 11e". Below the header, there's a navigation bar with buttons for N (0), E (0), S (0), D (31), R (51), T (22), L (2), M (834), and TV (1). The main area is divided into three sections: "Patient Information" (left), "Medical Record" (center), and "Video Feed" (right). The "Patient Information" section shows the patient's name, Test, Jimmy (Pt Portal), K, 65 Y, M, and various contact and insurance details. The "Medical Record" section shows the patient's medical history, including a list of medications (Isentress 400 MG Tablet, Beconase AQ, Prezista 600 MG Tablet, Norvir 80 MG/ML Solution, Lipitor 10 MG Tablet) and a list of problems (Tendency to fall, Diabetes, COPD bronchitis, CHF (congestive heart failure), Asthma, Backache, Hypertension, Type I diabetes mellitus). The "Video Feed" section shows a video of a provider, Test, Jimmy (Pt Portal), K, 65 Y, M, wearing a white lab coat and glasses, looking at the camera.



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.





### **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			

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

2 M

3 M

4 M

6 M

1 Y

prn

☐ Follow up N/A

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

Notes

Code : 99213

Name : Office Visit, Est Pt., Level 3

Units :

1.00

Mod1

Mod2

Mod3

Mod4

...

...

...

...

ICD1

ICD2

ICD3

ICD4

1

Notes

ab

OK

Cancel

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

**Modifiers** [X]

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

[A] [P] [M] [S] [R] [Re] [Dx] [Rx] [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 [ab] [Clr] Follow Up [S] [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  
Incident to: ☐

Appt Facility: COHMETEL:COH - Me ... **POS 2**  
Serving Provider: Costello, Jim  
Resource: Costello, Jim  
Cofy: 0.00  
Pt. Uncovered Amt: 0.00

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

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

**ICD & CPT** | Insurances & Payment | Additional Information

**ICD Codes (1)** | Map to ICD10 | Prev Dx | Add | Remove

#	Code	Name
1	Z71.89	Diabetes education, encounter for

**Insurances**

#	IH/SO	Type	Name
P			DC Medicaid Medical
S			Carefirst Blue Cross

**Labs/Diagnostic Imaging/Imm**

#	IH/SO	Type	Name
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**CPT/HCPCS (1)** | Add | Update | Remove

Fee Schedule: 2018 Medicare (MA)

#	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				1	425.47	

**For questions, please contact:**

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