

# 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.



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.

Today 11:45 AM	
Hi Jimmy (Pt Portal), You've a Televisit with Jim Costello on 04/10 at 12:15 PM EST Click 15 mins before https://msg.fm/ f645b075bc7742748659c44ef bc0aeef Msg&Data rates may apply. Reply STOP to opt-out	
O 🙏 Text Message	↑

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.

AA I	mycw21.eclinicalweb.com	S
6	healow TeleVisit   Jim Costello   10 Apr 2020	
	Entering Vitals below is <b>optional</b> .	
Height	ft inches	
Weight	pounds	
Blood Pressu	re /	
Temperature	F	
Respiratory R	tate breaths per minute	
Pulse Rate	beats per minute	
Next		



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

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	healow TeleVisit   Jim Costello   10 Apr 2020
The	Vitals have been submitted successfully
	Start TeleVisit
< Revie	ew Vitals

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.

ß	Office	Visits 🥑	04/10/2020	> 💾								
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	ſ		MEDYUJEO	12:15 PM	<u>Test, Jimmy (Pt</u> <u>Portal) K</u>	AETNA HMO	jkc		Μ	65 Y	ARR	
	ſ		MED VIDEO	01.00 PM	<u>Test, Aaron</u>	DC Medicaid Medical	jkc		Μ	70 Y	PEN	<b>_</b>
	ď		AD NF.V	01:30 PM	<u>Test, Daniel R</u>		jkc		М	31 Y	PEN	-
	ſ		MED VIDEO	02:00 PM	<u>Test, William H</u>		jkc		М	35 Y	PEN	-
	ſ	V	AD URG	02:45 PM	<u>Test, Valerie</u>	AARP	jkc		F	54 Y	PEN	-



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.

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т	eleVisit I Jim Costell	i <b>o.●</b>   Apr 10,2020 12:15 P	M
			5,7 12'2
Dev: Pleas near	"mycw21.eclii Would Like t Microphone	nicalweb.com" o Access the and Camera	×
	Cancel	Allow	
	6		

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.

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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.



Check In/Out	Billing Data	View Orders	eCliniForms	Messenger Vi	ew Progress Notes	•	Lock P	ogress Note	•	Сору 🕶			
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#### **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.

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

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

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Code	Name	
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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.

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Uncoverd Amt: 0.00 Claim Status Pending ICD Codes (1) Map to ICD10 Prev Dx Add Remove ICD Codes (1) Map to ICD10 Prev Dx Add Remove ICD Codes (1) Map to ICD10 Prev Dx Add Remove ICD Codes (1) Map to ICD10 Prev Dx Add Remove ICD Codes (1) Map to ICD10 Prev Dx Add Remove ICD Codes (1) Add Update Remove Fee Schedule: 2018 Medicare (MA Code POS TOS SDOS EDOS M1 1/2 M3 M4 ICD1 ICD2 ICD3 ICD4 Units Billed Fee Pro Id 99213 11 1 04/10/2020 04/10/2020 GT</td>	Imm       Immy (Pt Portal), K 65Y, Male   ≅ 03/01/1955   € 202-552-2309   ☑ Yes   Acc #: 180009771         imin No 372298       04/10/2020 III       Appt Facility       COHMEDTEL:COH - Me Pos 2       Billing C         imin No 372298       04/10/2020 III       Servicing Provider       Costello, Jim       Pos 2       Billing C         imin No 372298       04/13/2020 III       Servicing Provider       Costello, Jim       Pos 2       Billing C         inin Date:       04/13/2020 III       Servicing Provider       Costello, Jim       Supervisor C         ncident to       04/13/2020 III       Servicing Provider       Costello, Jim       0.00       Claim Status III         ICD & CPT       Insurances & Payment       Additional Information       Ready to Submit (F6)       Status to P         ICD Codes (1)       Image to ICD10       Prev Dx       Add Remove IIII       Insurances         ICD Codes (1)       Image to ICD10       Prev Dx       Add Remove IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	Immy (Pt Portal), K 65Y, Male   <sup>™</sup> 03/01/1955   <sup>™</sup> 202-552-2309   <sup>™</sup> Yes   Acc #: 180009771          Imm No 372298       Appt Facility       COHMEDTEL:COH - Me POS 2       Billing Costello, Jim         Servicing Provider       Costello, Jim       Supervisor       Costello, Jim         Name         Supervisor       Costello, Jim         ICD & CPT       Insurances & Payment       Additional Information       Ready to Submit (F6)       Status to HCFA (F7)         ICD Codes (1)          Map to ICD10          Perv DX       Add       Remove          Insurances           Labs/D          Code       Name          Map to ICD10          Perv DX       Add       Remove          Insurances           Labs/D          Code       Name          Map to ICD10          Perv DX       Add          Penview           Fee Schedule:         2018 Medicael          Code       Name          Pending           Pending           Pending          Code       Name          Pending           Pending           Pending          ICD Codes (1)          Map to ICD10          Penv DX           Pending	TT Limmy (Pt Portal), K 65Y, Male 201/11955 202-552-2309 2 Yes Acc #: 180009771 im No 372298 rvice Date 04/10/2020 Apt Facility COHMEDTEL:COH - Me Pos 2 Billing Costello, Jim Costello, Jim Costello, Jim Costello, Jim resource Costello, Jim Costello, Jim Costello, Jim resource Costello, Jim Costello, Jim Resource Costello, Jim Costello, Jim Resource Costello, Jim Costello, Jim Resource Costello, Jim Costello, Jim recore Costello, Jim reco	Immy (Pt Portal), K 65Y, Male)       © 03/01/1955       C 202-552-2309       West Acc #: 180009771         tim No       372298       Appt Facility       COHMEDTEL:COH - Me       Pos 2       Billing       Costello, Jim         imn No       04/10/2020       Appt Facility       COHMEDTEL:COH - Me       Pos 2       Billing       Costello, Jim         imn Date:       04/13/2020       Servicing Provider       Costello, Jim       Supervisor       Costello, Jim         incident to       04/13/2020       Costello, Jim       Costello, Jim       Supervisor       Costello, Jim         ICD & CPT       Insurances & Payment       Additional Information       Ready to Submit (F6)       10 Status to HCFA (F7)       Set Claim to Electronic         ICD Codes (1)       Map to ICD10       Prev DX       Add       Remove       Insurances       Labs/Diagnostic Image         ICD Codes (1)       Map to ICD10       Prev DX       Add       Remove       Fee Schedule: 2018       Medicare (MF v)         ICD Code       Name       Image: 2018       Md       Update       Remove       Fee Schedule: 2018       Medicare (MF v)         ICD Code       POS       SDOS       EDOS       M1       M2       M4       ICD1       ICD2       ICD3       ICD4       Int	The second secon	m t, Jimmy (Pt Portal), K 65Y, Male 20301/1955 202:552:2309 2 Yes Acc # 180009771 im No 372298 Odd/10/2020 Appt Facility Servicing Provider COHMEDTEL:COH - Me POS 2 Billing Costello, Jim Rendering Costello, Jim Resource Costello, Jim Coppy 0.00 Pt. Uncoverd Amt: 0.00 Claim Status Pending ICD Codes (1) Map to ICD10 Prev Dx Add Remove ICD Codes (1) Map to ICD10 Prev Dx Add Remove ICD Codes (1) Map to ICD10 Prev Dx Add Remove ICD Codes (1) Map to ICD10 Prev Dx Add Remove ICD Codes (1) Map to ICD10 Prev Dx Add Remove ICD Codes (1) Add Update Remove Fee Schedule: 2018 Medicare (MA Code POS TOS SDOS EDOS M1 1/2 M3 M4 ICD1 ICD2 ICD3 ICD4 Units Billed Fee Pro Id 99213 11 1 04/10/2020 04/10/2020 GT

#### For questions, please contact:

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