Creating an Audio-Only TeleHealth Appointment in eCW

As of 3/15/20, providers in Massachusetts can bill for ALL telehealth visits – whether or not they include a video component. Governor Baker has mandated that insurers reimburse providers for these visits.

Office staff can create a telehealth appointment on the provider’s schedule in eCW 11 or eCW 11e. In the screenshot to the right – from the eCW 11 Resource Schedule appointment screen – the user must change the facility to “Prima CARE TeleVisit”, and the visit type to “AUDIO”.

The visit should include every element one would normally include in an office visit – except for a physical exam. My understanding is that the office staff can complete the elements of the visit that they would for a face-to-face visit – such as medication reconciliation and allergy verification. The provider is responsible for the HPI, assessment, and plan – but this can be done using just the audio input from a phone call. Please keep a record of the time spent on these telehealth visits – we MAY need to provide this documentation to the insurers.
When billing an audio only visit, include the E&M code that reflects the complexity of the visit, AND add the CPT code “TELVT”. This alerts the billing department that this is a televisit, and they will correct the place of service so the claim won’t be denied.

Note that there is also a visit type called a “TeleVisit” - this is used for visits employing both audio and video (using the Healow app or Doxy.me) – a separate document discusses these visits. Visits completed using only audio should use the visit type “AUDIO”.

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