

Making Televisit Appointments in eCW

The original workflow for making televisit appointments recommended changing the facility to “Prima CARE Televisit”. This made perfect sense, as the place of service for a televisit needs to be 02, not 11.

However, since eCW thrives on thwarting every workflow we create, ePrescribing failed in these visit notes because the place of service was not the provider's office.

NEW WORKFLOW as of 3/30/20

Appointment on Monday, March 30, 2020

Facility: **KY:Prima CARE Kney** POS 11

Date: 3/30/2020 Provider: Kney, Bradford

Start Time: 10:00 AM End Time: 10:10 AM

Patient: Pcaretest, Five

DOB: 09/24/1936 Tel: 508-965-7118 E-mail: bradkney@gmail.com

Visit Type: **TeleVisit (TeleVisit)**

Visit Status: PEN (Pending) Reason: New televisit workflow

Keep the place of service for the appointment at your office. In my case, that is “Prima CARE Kney”.

For audio plus video visits, make the visit type “Televisit”. As before, for audio only visits, the visit type is “AUDIO”.

The screenshot to the right is from eCW 11e.

Appointment on Monday, March 30, 2020

Patient: Pcaretest, Five

Facility: **Prima CARE Kney** POS 11

Date: 03/30/2020 Time: 10:00 am - 10:10 am

Provider: Kney, Bradford

Resource: Kney, Bradford

Ref. Provider Email: bradkney@gmail.com

Visit Type: **TeleVisit (TeleVisit)**

Reason: New televisit workflow

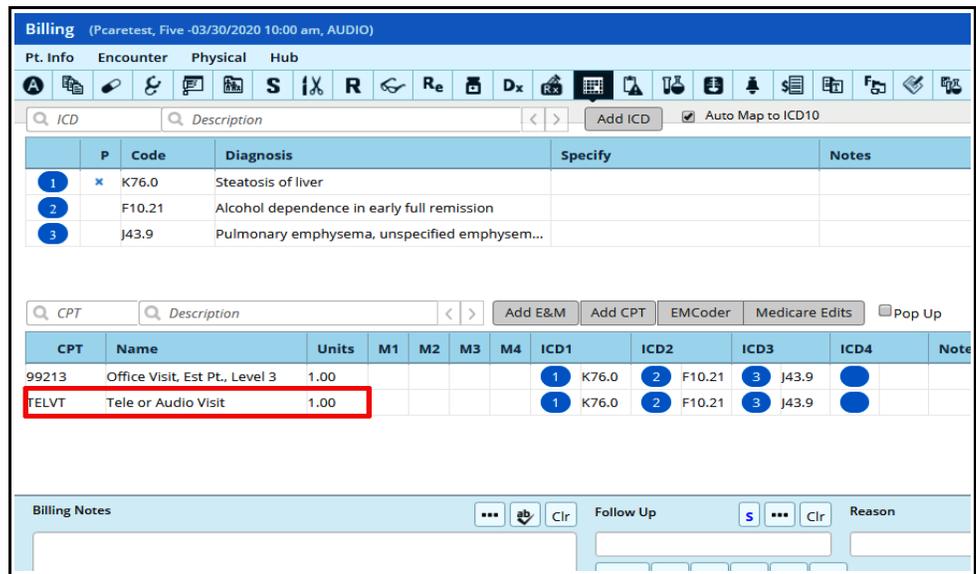
Billing (Pcaretest, Five - 03/30/2020 10:00 AM, TeleVisit)

P	CODE	Diagnosis	Specify	Notes
1	X K76.0	Steatosis of liver		
2	F10.21	Alcohol dependence in e		
3	J43.9	Pulmonary emphysema,		

CPT	Name	Units	M1	M2	M3	M4	ICD1	ICD2	ICD3	ICD4	Notes
99213	Office Visit, Est Pt., Le	1.00	25				1 K76.0	2 F10.21	3 J43.9		
TELVT	Tele or Audio Visit	1.00					1 K76.0	2 F10.21	3 J43.9		

Bill the visit as you normally would with an E&M code, BUT also add the “TELVT” CPT code. This will alert the billing department that this is a televisit (either audio or audio plus video) – and they will correct the place of service to 02.

The screenshot to the right shows the billing box in eCW 11e for an audio or audio plus video televisit.



To summarize:

- **Audio visits:** The facility should be your office, and the visit type should be “AUDIO”. When billing, use the E&M code that reflects the complexity of the visit, PLUS add the CPT “TELVT” (this will let billing know that the visit did not take place in your office, but was a televisit).
- **Audio plus Video visit (Doxy.me or Healow):** The facility should be your office, and the visit type should be “TeleVisit”. When billing, use the E&M code that reflects the complexity of the visit, PLUS add the CPT “TELVT” (this will let billing know that the visit did not take place in your office, but was a televisit).

Brad Kney, MD
March 30, 2020