

# 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.

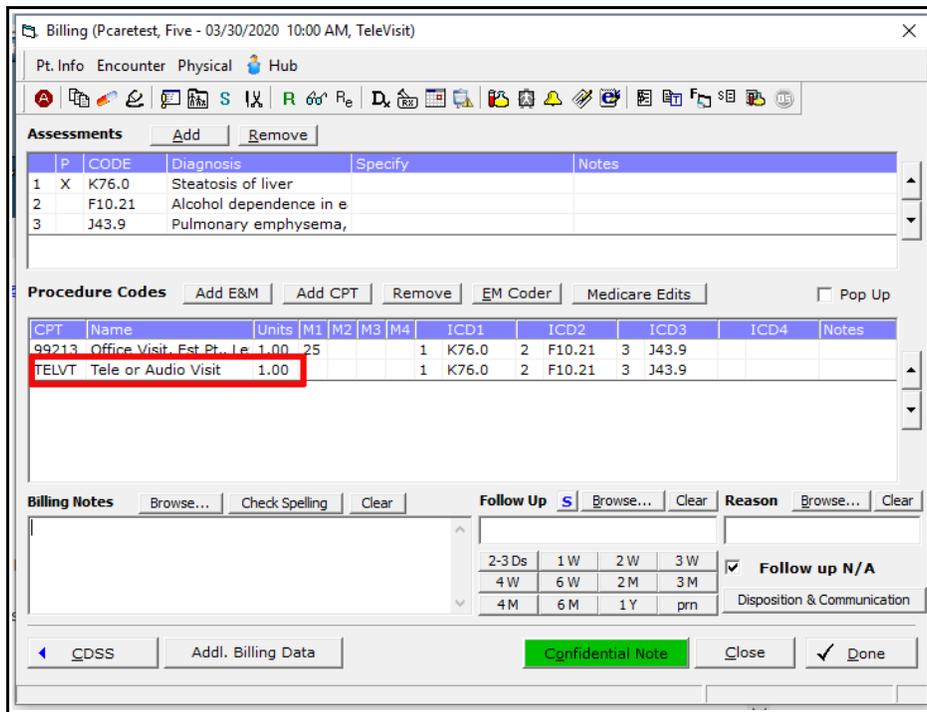
Office staff can create a telehealth appointment on the provider's schedule in eCW 11 or eCW 11e. In the screenshot to the right – from the eCW 11 Resource Schedule appointment screen – the user must change the facility to “Prima CARE TeleVisit”, and the visit type to “AUDIO”.

This screenshot shows the appointment creation interface in eCW 11. The appointment is for Monday, March 30, 2020, at 10:00 AM to 10:15 AM. The facility is set to 'KY:Prima CARE Kney', and the provider is 'Kney, Bradford'. The patient is 'Pcaretest, Five'. The visit type is set to 'AUDIO (AUDIO)', which is highlighted with a red box. The reason for the visit is 'Audio only visit'.

This screenshot shows the appointment creation interface in eCW 11e. The appointment is for Monday, March 30, 2020, at 10:00 am to 10:15 am. The facility is set to 'Prima CARE Kney:K', and the provider is 'Kney, Bradford'. The patient is 'Pcaretest, Five'. The visit type is set to 'AUDIO (AUDIO)', which is highlighted with a red box. The reason for the visit is 'New televisit workflow'.

For offices using eCW 11e, the screenshot to the left shows an example of an audio telehealth appointment screen.

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”.

Brad Kney, MD  
 March 16, 2020  
 updated March 30, 2020