

As we were not able to answer all your questions during the webinar, we have compiled responses to all unanswered questions. If you have any further questions, comments, or concerns, please email Covid19bulletin@hawaiipacifichealth.org.

CODING/BILLING:

- Q: When coding for time during an encounter for a telemedicine visit, does the time with the Patient to insure and set up MyChart and time with our Nurse count toward the total time spent with the patient?
- A: No, the time to set up MyChart and time with the nurse does not count for the total time spent with the patient.

- Q: For telemedicine, are we able to use the new Medicare E/M codes i.e., Chronic Care Management, Principal Care Management, non-Face-to-Face codes? What is the documentation / billing process?
- A: Please refer to CMS list of covered telehealth services - <https://www.cms.gov/Medicare/Medicare-General-Information/Telehealth/Telehealth-Codes>. Certain codes prior to the pandemic were already defined as non-face-to-face and would not require a telehealth/video platform to be performed (i.e chronic care management, principal care management). If those services were being provided prior to the pandemic, the provider would continue to perform them in the same fashion.