

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@hawaiiapacifichealth.org.

IT:

- Q: Can HPH employees use Doximity for video visits as well? The connection is far better than Doxy.me.
- A: Doxy.me is the HPH standard platform and should be 1st line platform used. If there are connection issues, please try troubleshooting your setup as described on the intranet telehealth page. If there is no resolution, other platforms like Facetime or Doximity are permitted under HIPAA waivers. There has been no evaluation on security nor patient privacy on retained provider or patient information with Doximity.
- Q: Can HPH employees also contact patients via their emails and still be HIPAA compliant like the 3 Pediatricians are? How do we make this happen? The MyChart option is difficult for many patients but they will respond to texts.
- A: HPH employees can send secure encrypted mail to public addresses by typing 'Encrypt' in the subject of the outlook message. Then the patient would be able to create a secure account, download the proxy form, sign, and return using the secure mail. Upon receipt, the staff would have to scan it into the chart. Using the MyChart option makes it paperless for the patient and the staff as an advantage.

OTHER:

- Q: Is there a disproportionate number of patients <65 who are on Medicaid?
- A: Before COVID-19, we had slightly less than national rates, as a percentage of the population on Medicaid (which is ~18% of HI's population versus national which is 20%). However, with unemployment rates disproportionately soaring, this may change.

CODING & BILLING:

- Q: What if I have not been entering modifier "95"? Keoki, are you going to add the appropriate modifier at the back-end for all providers who didn't enter the "95" modifier?
- A: If the provider is employed by HPH, the coding department will ensure that the appropriate telehealth modifier(s) and place of service is included on the claim.
- Q: Someone reported that Medicare will deny if you use both 02 POS and 95 modifier. Can you please clarify if you can use both 02 POS and 95 modifier?
- A: From our billing experience, we have not seen denials as result of using both modifier 95 (assigned to telehealth CPT code) and place of service code 02 (designates telehealth on claim form). The reality is that each group and practice needs to review each payer's billing requirements and adhere to those prescribed guidelines. Not doing so could result in unnecessary denials. I also advise practices to routinely check each provider's website and guidelines to see if any updates have been made.