

March 17, 2020

NETWORK PRACTICES: Telephone E&M Services, New Guidance for Office Visits

Telephone E & M Services

Physicians and APPs may bill for telephone visits with a patient, parent, or guardian, within specific guidelines.

- The provider must speak directly to the patient, parent, or guardian.
- The patient HAS NOT BEEN SEEN for the same issue in the prior 7 days nor has an appointment with the provider for the same issue in the next 24 hours (or next available appointment).

This document is to provide you with information on how to schedule, document, and bill these codes. This information will continue to evolve as the practice management systems are built to accommodate these charges.

Questions: Lori Whilden, **231-392-0073** (office), **616-334-6604** (cell), lwhilden@mhc.net)

Process:

1. Office team schedules the telephone visit as an appointment. **Inform the patient that is a billable visit.** Appointment type = eCW: Telephone encounter Cerner: Clinic visit
 - a. Check in the patient over the phone
 - i. Verify all demographics
 - ii. Verify insurance
2. Provider speaks to the patient, parent, or guardian and documents visit (see attached documentation guidelines). **Note:** For Cerner, DO NOT use nCode to submit a charge.
3. Provider completes paper charge slip (attached)
4. Office team scans charge slips and emails to lwhilden@mhc.net

New Guidance for Office Visits and Urgent Care/Walk-in Locations

In accordance with guidelines from the Centers for Disease Control and Prevention (CDC) and consistent with our pandemic response plan, Munson Healthcare is recommending all non-essential office visits be rescheduled or updated to phone consultations. Providers and clinical office staff should review these guidelines and take appropriate action:

Providers should review in-office appointments scheduled over the next two weeks and:

- Identify **non-essential** in-office patient visits and either convert to a telephone visit or postpone/reschedule
- Identify patients **requiring** in-office visits and reschedule these patients to be seen as quickly as possible

Clinical office staff should implement a pre-visit call process to screen patients for symptoms prior to their office visit. This includes:

- Confirming patients visiting your office are not experiencing symptoms consistent with COVID-19, including fever, cough, shortness of breath, and fatigue
- Notifying patients of Munson Healthcare's [revised visitation policy](#) limiting visitors to only those medically necessary

Same-day urgent care and walk-in locations should determine how to best separate sick (defined as respiratory illness) and wellness visits, such as:

- Separate waiting areas if/when possible
- Consolidating wellness visits in the morning and sick visits in the afternoon

We recognize the need for practices to be flexible in determining how best to adopt this new guidance for your practice and patients.

If you have questions about this new guidance please contact Renae Fogarty, Physician Liaison, at **231-935-3383** or rfogarty@mhc.net.

