

## Provider Telephone Visits with Visit Code for ALL

eClinicalWorks Ambulatory EDUCATION

A Telephone Visit appointment is available for Physicians and APPs to bill for telephone visits with an established patient who meets specific guidelines. This document will provide you with information on how to schedule, document, and bill for this type of visit.

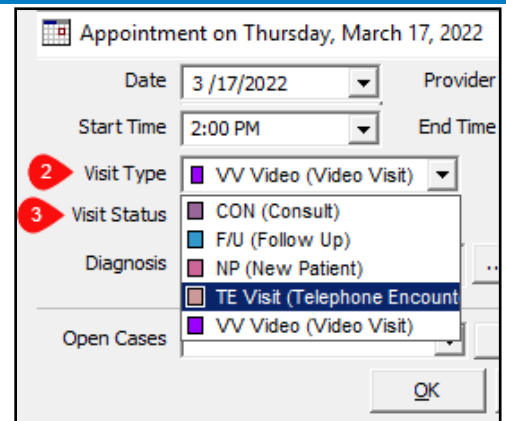
### Telephone Visit Charge Criteria

Physicians and APPS may bill for telephone visits with an established patient, parent, or guardian if:

- The provider speaks directly to the patient, parent, or guardian
- The patient **HAS NOT** been seen for the same issue in the prior 7 days nor has a future appointment for the same issue in the next 24 hours (or the next available appointment)

### Clerical/Office Staff

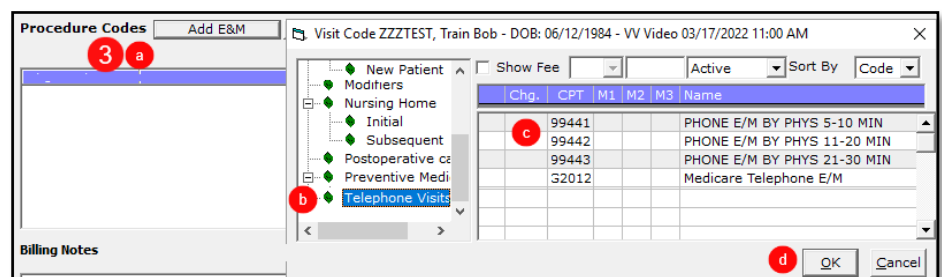
1. Contact the patient and notify them that a visit with a provider can take place via telephone.
  - a. **It is a requirement that the patient must consent to the telephone visit and be informed that it is a billable service.**
2. Create an office visit by double clicking on an available slot in the Resource schedule.
  - a. Select the Visit Type TE (Telephone Encounter)
  - b. Click the Info button and confirm the patient's demographic information
3. Change the Visit Status to ARR (Check-In)



### Providers

1. Open the progress note by double clicking on the patient's name, from the Office Visits schedule.
2. Minimum documentation requirements for Telephone Visit Note:
  - a. Patient consents to the visit held via telephone
  - b. Names and roles of all people present during the telephone visit
  - c. Relevant history, background, and/or results
  - d. Assessment and plan
  - e. Total time spent on medical discussion
3. Enter Charges from the Billing Information section of the Progress Note.
  - a. Click Add E&M button
  - b. Click Telephone Visits
  - c. Select appropriate code
  - d. Click Ok button
4. Complete any orders and lock note using the standard process.

Visit Type	Appt Time	Patient Name	Sex	Age	Visit St.
VV Video	11:00 AM	Zzztest, Train Bob,(Bo)	M	37 Y	ARR



Chg.	CPT	M1	M2	M3	Name
	99441				PHONE E/M BY PHYS 5-10 MIN
	99442				PHONE E/M BY PHYS 11-20 MIN
	99443				PHONE E/M BY PHYS 21-30 MIN
	32012				Medicare Telephone E/M