

## Provider Guidance: Direct-to-Patient Telehealth during COVID-19 Outbreak

This document provides clarity on VUMC's telehealth guidelines as of March 19, 2020.

During the COVID-19 outbreak, patients can be seen while they are at home via telehealth within My Health at Vanderbilt. Telehealth options are available for patients, regardless of insurance.

Patients complete telehealth visits from their My Health at Vanderbilt (MHAV) account. Providers access telehealth visits via the Epic Whiteboard. Telehealth can be conducted from where clinicians are located.

### State Licensure and Scope of Practice

Despite recent consumer news about the federal government's position on this issue, licensure and scope of practice are determined by each state. As of today, providers can care for patients who are physically located in Tennessee and/or any state where the provider is currently licensed.

### Documentation Requirements

Use the following smart phrase at the beginning of your note, and complete the wildcards (use F2 to tab between \*\*\* wildcards) **.telemedattestation**. This inserts the following phrase:

This consultation was provided via telemedicine using two-way, real-time interactive telecommunication technology between the patient and the physician. The interactive telecommunication technology included audio and video. The patient was offered telemedicine as an option for care delivery and consented to this option.

Include the following information in your note:

- Patient location: \*\*\*, Tennessee
- Other participants present with provider, with patient's verbal consent:\*\*\* Other participants present with patient: \*\*\*
- HPI and other histories as you normally would
- Applicable exam elements that you can obtain via observation

### Coding

The following codes are currently approved for telehealth visits when the patients are at home including 99024, 99201-99205, 99211-99215, and 99495-99496 are now eligible for telehealth visits. Medicare has approved additional codes, which can be accessed at <https://www.cms.gov/Medicare/Medicare-General-Information/Telehealth/Telehealth-Codes>.

In the event you are unable to establish a video connection and need to complete the visit with audio discussion only, phone-only codes should be used. These include 99441-99443.

All telehealth encounter coding must include the **GT and CR modifiers**.

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### **Technology**

It is essential to ensure appropriate documentation, protect patient privacy and maintain cybersecurity efforts. Therefore, VUMC providers must continue to use the existing VUMC-approved telehealth platform. This means that providers and patients can only communicate by using My Health at Vanderbilt (and therefore, eStar).

Although “every day,” consumer platforms are permitted by the Department of Health and Human Services during the COVID-19 pandemic, they are not permitted by VUMC. Patients who do not have active MHAV account can enroll at [www.myhealthatvanderbilt.org](http://www.myhealthatvanderbilt.org).

### **Providers Work Location**

Clinicians can conduct telehealth visits from any private setting where the provider has full access to eStar. This includes the provider’s home.

### **Provider Training and Resources**

On-demand and live training sessions are available via [The Learning Exchange](#) by searching for “COVID Telehealth”.

Additional Coding guidance is available in Hubbl.

### **For Technical Help**

Please call the VUMC Help Desk with questions at 343-4357, Option 4, or submit a request to Pegasus at <https://pegasus.mc.vanderbilt.edu/>