THE OFFICE
BEYOND THE OFFICE

Care delivery in a connected (and disconnected) world.

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WHERE WE’VE BEEN
Can you send something to the pharmacy for my hemorrhoids? The above picture I think tells the story well enough 😭
IS THERE A NEED FOR NON-OFFICE CARE?

- The core of medicine
- Patient satisfaction
- Vulnerable populations
- Effectiveness
NEW CARE MODELS

• Group Visits
• Home Visits
• Community Education
• Marketing
• Technology and Care
DIGITAL ENCOUNTERS
G2010
REMOTE EVALUATION OF RECORDED VIDEO
AND/OR IMAGES

- **Practitioner** reviews patient-transmitted photo or video information (asynchronous)
- Assess whether a visit is needed
- Consent required
- Copay applies
- Must respond within 24 hours
G2010 (Continued)
REMOTE EVALUATION OF RECORDED VIDEO AND/OR IMAGES

- Must be an established patient
- No specific bullets required for documentation
- Provider response by any medium (verbal, secure text, portal, etc)
- Timing Rules
  - Not for review of image in office
  - Can’t be within 7 days after or 24 hours before an OV
A “Virtual check-in”
• Timing – Not connected to E/M 7d prior or 24hr after
• Consent
• Established patient
• Service between patient and physician / QHP
• No specific documentation requirements
• Reflects 5-10 minutes communication
<table>
<thead>
<tr>
<th></th>
<th>CCM</th>
<th>Digital Encounter</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consent</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>E/M Restrictions</td>
<td>✓ - limited</td>
<td>✓</td>
</tr>
<tr>
<td>Requires Care Plan</td>
<td>✓</td>
<td>✗</td>
</tr>
<tr>
<td>Requires physician/QHP</td>
<td>✗</td>
<td>✓</td>
</tr>
<tr>
<td>Response Time</td>
<td>✗</td>
<td>✓</td>
</tr>
<tr>
<td>Minimum Time</td>
<td>✓</td>
<td>✗</td>
</tr>
<tr>
<td>Digital Interaction Required</td>
<td>✗</td>
<td>✓</td>
</tr>
<tr>
<td>Patient Initiated</td>
<td>✗</td>
<td>✓*</td>
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</tbody>
</table>
Patient with labile HTN, contemplating med adjustment

- Keeps log x 1 week and in office F/U planned 1M
- Patient submits log via portal
- Physician or QHP determines med change needed
- Med increased, encounter logged, G2012 billed
Patient with rash submits picture

- Rash reviewed by provider and determined to be shingles
- Review within 24 hours of submission and within effective treatment window
- Appropriate treatment reviewed and with patient and initiated
- Encounter documented, G2010 billed
NON-OFFICE ENCOUNTER CASE 3

► **Patient Enrolled in CCM with Care Plan in Place**

- Patient with multiple meds and problems
- Medications reconciled in December
- Patient contacted regarding potential refills needed
- Insurance changed, prior auth needed
- Med class change required, MD coordinated med
- Not due for OV for another few months
- Medication ordered
- 60 minutes and details documented, 99487 billed
CPT ONLINE DIGITAL EVALUATION SERVICES

- Patient initiated digital communications
- QHP and clinical staff codes
- Effective Jan 2020, details published 9/2020

E-VISITS ....COMING SOON