

HNS
CA Checklist for Telehealth Visits
Revised 12/02/20

(New or revised information is highlighted in yellow)

Patient Name _____ Date _____

Note:

- **BCBSNC** has extended its expansion of telehealth services through **06/30/21**.
- **CIGNA's** current expansion of telehealth services is through **12/31/20**. **CIGNA's** new telehealth reimbursement policy will take effect on January 1, 2021.

CA Responsibilities

While on the phone with an established patient interested in a telehealth visit, the CA in charge needs to complete the following preliminary functions:

1. Determine if the patient is calling about treatment related to an auto or work accident? If yes, they will not be eligible for telehealth visit. If no, proceed with this checklist. _____.
2. Determine if the patient has CIGNA / BCBSNC insurance. If no, unless your practice is providing telehealth to 'CASH' or other patient types, the patient will not be eligible for telehealth visit. If yes, proceed with this checklist _____. **(BCBS now DOES cover telehealth for with Federal Health Plan (FEP) members.**
3. As applicable, determine if the patient is in the same state where the provider is licensed to practice when telehealth visit is scheduled? **If no, not eligible for telehealth visit.** If yes, proceed_____.

If the patient is eligible for a telehealth visit, tell them the following:

During this crisis, in an effort to help protect you, and to help stop the spread of the coronavirus, the CDC and our government are recommending, whenever possible, that health care providers utilize

telehealth visits to provide assistance to our patients, and, during this national crisis, Dr. _____ is offering these visits.

While telehealth may be new to you, it allows you and the doctor to communicate via phone, FaceTime or Skype so that the doctor may be able to determine what your problem is and provide guidance or recommendations for improvement without an in-office visit.

However, after communicating with you, he may decide that it is best for you to come into the office, and if so, will ask you to do so.

Would you be willing to have a telehealth visit before scheduling an in-office visit? _____

1. If the answer is yes, ask if they have access to FaceTime or Skype for video visit, and note here whether call will be audio or video _____.
2. What communication platform will they use for the visit? (FaceTime/Skype, etc.) _____.
3. Determine when patient was last seen in our office. _____.
4. Ask the patient if they believe their current condition is the same or similar type condition as they were being treated for on their last visit. Write down their response. _____.
5. Review with the patient his/her current insurance information on file in the office and ensure it is current and correct. If not, obtain/document new information, and update our practice's billing software.
6. Review with patient that copay/coinsurance will apply and that they can charge this to the credit card on file. (or bill them for that amount).
7. Immediately prior to the telehealth visit, remind your doctor to ensure he/she reviews the information included on the new **HNS Telehealth Informed Consent** form with the patient and obtains the patient's consent to proceed.
8. Following the telehealth visit, help to ensure the visit is appropriately documents and the Informed Consent form is saved to the patient's healthcare record.

For scheduling purposes, use the following guidelines for telehealth visits that are for one of the following scenarios:

1. Established active care patients with same or similar condition that have been in the office within the past 2 months, allow at least _____ minutes of the doctor's time for each call.

2. Established active care patients with same or similar condition that have NOT been in the office within the past 2 months, allow at least _____ minutes of the doctor's time for each call.
3. Established patients with a new acute condition, please allow at least _____ minutes of the doctor's time for each call.
4. If unsure, always schedule at least _____ minutes of the doctor's time for the call.