

TELEHEALTH COVID-19 CONSIDERATIONS



Workflow

- Established telehealth visit policies and procedures in place



Documentation

- COVID-19 specific visit documentation
- Accurate and compliant documentation to support the services provided
- Medical necessity



HIPAA

- State-by-state decisions, Federal mandates
- Relaxing guidelines
- Providers start to use their personal phones which is a violation of HIPAA



Insurance (Payer)

- Resistance to changes in relaxing HIPAA mandates



Reimbursement

- New HCPCS codes
- Appropriate CPT codes
- Mitigation of risk
- Billing requirements



Scheduling

- Consistent scheduling policy throughout the organization required



Coordinated Efforts

- Telehealth services are coordinated as one strategic effort
- Service lines report to one leader
- One point-person per practice or per facility identified



Devices (Laptop, Desktop, iPad)

- Enough devices available for all remote employees



VPN

- Licenses for all remote employees
- Infrastructure ability to handle additional traffic on the VPN



Patient Internet access

- Patients have the internet support to participate in a telehealth appointment



Zoom, WebEx, Google Hangouts, UberConference, Skype, Facetime

- Virtual conferencing tool available
- Enough licenses to support a telehealth service
- Infrastructure ability to support the additional traffic



Provider shortage and limitations

- Enough providers for the telehealth service
- Ability to use providers outside of your organization



Credentialing

- Telehealth providers appropriately credentialed



Licensure

- Telehealth providers hold appropriate licensure to practice within their state



Scope of Practice

- Mindful of the state regulations for your providers as your quickly roll out telehealth
- Eligible Providers (EPs)



Consents

- Process to obtain patient telehealth consent
- Verbal consent process



Social Determinants of Health

- Economic stability of users?
- Educational background affecting capability?
- Neighborhood environment and supporting infrastructure?