

Documenting and Billing Phone/Telehealth Visits in NextGen

Text only instructions (see pages that follow for images):

Set up the visit template

- Click on the encounter (folder icon) with the date of today's visit.
- Click the template icon at the bottom of the Patient History pane and select Telehealth.
- Choose Telehealth from the Visit Type drop-down list.*

Complete the General section

- Established vs. new patient
- Video yes/no
- Consent for telehealth
- Click the clock icon to record the visit start time. This is needed for billing.

Begin documenting as you usually would

- For modified WCC calls, the starburst icon should bring up the usual list of templates, even though the visit is marked Telehealth.
- If the GPCHC WCC templates are not available, change the visit type temporarily to Well child, select a WCC template, then change the visit type back to Telehealth.
- If using WCC templates, please be sure to DELETE SECTIONS NOT DISCUSSED

Sign off/billing

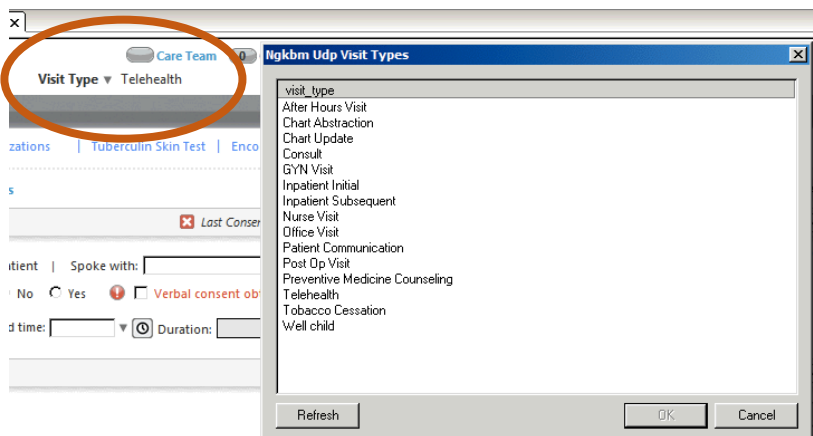
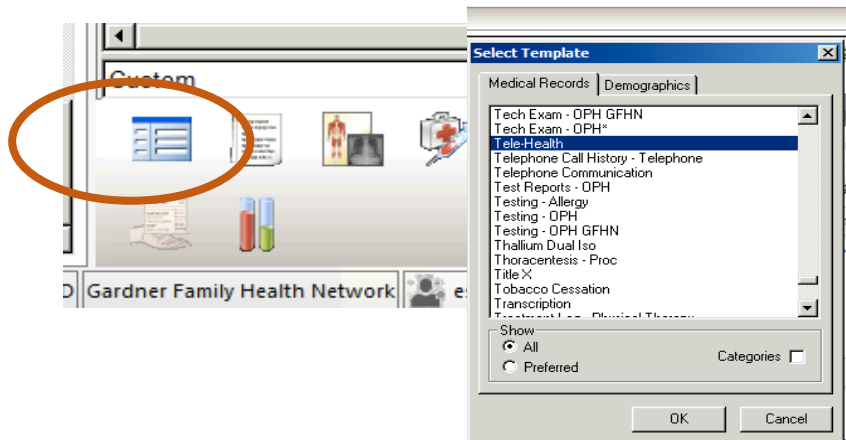
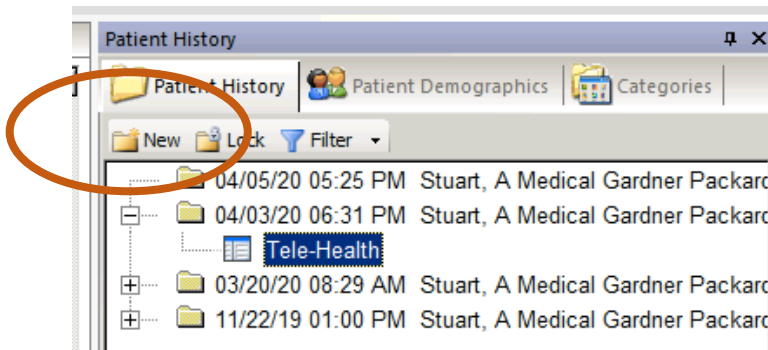
- After documenting, go to the Provider Sign-off section
- Click the clock icon to capture the end time for the visit
 - NOTE: To bill, a visit must be at least 11 minutes long.
- For visits with residents, submit the note to the attending for review – as usual. (This feature is not set up yet, but it will be soon.)
- Attending should select level of complexity.
- Hit Calculate Code
- The name of the attending and a billing code will generate.
- Hit submit to Superbill.

* To add Telehealth to your list of Preferred templates, go to Tools – Preferences at the top of the page. Click on the Templates tab. Select Telehealth and use the green add arrow to include it on your list. Click Apply or OK.

Instructions with images:

Set up the visit template

- If there is not already a folder for the date of the visit/call, click New to create one
- Click the template icon at the bottom of the Patient History pane and select Telehealth.
- Choose Telehealth from the Visit Type drop-down list.*



Complete the General section

- Established vs. new patient
- Video yes/no
- Consent for telehealth
- Click the clock icon to record the visit start time. This is needed for billing.

General ✓ Last Consent Date: 04/03/2020 ✓ Start Time: 5:32 PM

Established patient New patient | Spoke with: father

Consult performed using video? No Yes Verbal consent obtained 📘 Date consent last obtained: 04/03/2020

Start time: 5:32 PM 🕒 End time: 🕒 Duration:

Sign off/billing

- After documenting, go to the Provider Sign-off section
- Click the clock icon to capture the end time for the visit
 - NOTE: To bill, a visit must be at least 11 minutes long.
- Residents: submit the note to the attending for review – as usual. (This feature is not set up yet, but it will be soon.)
- Attending: select level of complexity
- Hit Calculate Code
- The name of the attending and a billing code will generate.
- Hit submit to Superbill.

Provider Sign Off

Provider Sign Off Request:
 Submit to supervising provider for review
Supervising Provider Sign Off:
 I have reviewed and agree with the diagnosis and treatment plan

Medicare Patient Incident Sign Off:
 I have met with the patient and participated with the plan of care
 I was available at the time of service and agree with the plan of care

Tele-Health Billing: [Additional Codes](#) | [Counseling Details](#) | [SNOMED Visit Type \(optional\)](#)

Please enter Start and End time in HH:MM AM/PM format (e.g. 9:00 AM or 3:30 PM)

✓ Start time: 5:32 PM 🕒 ✓ End time: 5:52 PM 🕒 Duration: 00 hours, 20 minutes

Medical Decision Making:
 Straight forward Low complexity Moderate High

Service performed by: Date: Time: E/M Code: Mod1: Mod2: Code 2: Mod1: Mod2: Code 3: Mod1: Mod2:

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Anne Elizabeth Stuart MD | 04/03/2020 | 5:55 PM | 99442