

# Sustaining Telehealth: Reimbursement Case Studies for Tele-Neurology

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# A little bit about us...

- Covenant Health is an innovative, Catholic regional health delivery network and a leader in values-based, not-for-profit health and elder care. Covenant consists of hospitals, skilled nursing and rehabilitation centers, assisted living residences, and community-based health and elder care organizations throughout New England. We are committed to the health of the individuals and communities we serve, and strive to offer a continuum of high quality care.

- **Acute Care Hospitals**

[St. Joseph Hospital, Nashua, NH](#)

[St. Joseph Healthcare, Bangor, ME](#)

[St. Mary's Health System, Lewiston, ME](#)



# Telemedicine at Covenant Health

- System Director position created in December 2017
- Telepsychiatry offered since 2011 (covering 5 hospital emergency rooms)
- Tele-ICU at St. Mary's in Lewiston
- Remote patient monitoring offered for chronic disease patients upon discharge (partnership with Androscoggin Home Care and Hospice)
- Triple Care at 3 skilled nursing facilities (24/7 bedside coverage)
- “Open Notes,” shared documentation for patients to access within EMR (This is a movement nationally and internationally that aims to improve communication between patients and their caregivers.)
- Teleneurology: Offered by St. Mary's Neurology to patients of St. Joe's Healthcare in Bangor and Penobscot Community Health Centers.



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# Teleneurology Services

- Started due to a lack of neurology services available in the Bangor area. St. Joe's does not have neurologists on staff, and EMMC has long wait times.
- Patients have longer drive times to see neurologists outside of Bangor. ~4 hour drive time to Lewiston and back for appointments at St. Mary's.
- St. Mary's has 3 neurologists on staff, and a willing provider to offer telemed visits.
- Service offered to patients from St. Joe's and Penobscot Community Health Centers, 2 Wednesdays/month, visits booked between 8am-12pm.
- Due to geographic restrictions, we cannot bill Medicare for tele visits from St. Joe's. Medicare patients can self pay, or choose to be seen in person at Lewiston.
- Martin's Point Medicare Advantage plan will reimburse for telehealth!



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For Primary Care Providers:

## Shorter wait times for **NEUROLOGY** consults through **TELEMEDICINE** In partnership with **St. Mary's Neurology Associates**



Carl Robinson MD  
St. Mary's Regional Medical Center

### Step 1: Submit the order

Holder Test  
10 Years, 4 Months - unknown - COB: 01-Jan-2021  
Name: 207-991-1111

Ref. Provider: Patient ID: 131402  
Insurance:  
Group:

Orders

Change Send Complete View Remove Organize Add

DATE	TYPE	DESCRIPTION
06/23/2017	Referral	Referral - Telemed Neurology - St. Mary's

Code: CPT.0000  
Type: Referral  
Authorized By: David J Koffman MD  
Order #: 652597-1  
Signed By: Bethany Sproul  
Prime Coverage:  
Authorization #:   
Duration: End Date: Units: 0

Clinical Notes: Reason: Migraine  
Diagnosis: MIGRAINE HEADACHE (ICD-346.90) (ICD10-G43.905)

Sent to Provider: No  
Sent to Insurance: No  
Red Flags:

**Step 2:** Dr. Robinson will review the order to determine if patient qualifies for telemedicine. Some patients may require an initial in-person office visit. Here are some general criteria:

Patients who are usually telemedicine candidates w/o initial office visit	Patients who may need an initial office visit to qualify for telemedicine
Headache/migraine	ALS
Epilepsy	Parkinson's disease
Post-stroke	New multiple sclerosis
Neuropathy	Gait disturbance
MS follow-up/existing dx	Progressive unexplained weakness

### Insurance considerations

- Medicare will not cover telemedicine. Self-pay is an option, or travel to Lewiston may be offered for Medicare patients
- If an office visit is recommended, the follow up appointment may be accomplished via telemedicine

**For information or further instructions  
call 207-777-4455**



st. joseph healthcare  
St. Joseph Hospital  
stjoeshealing.org



ST. MARY'S  
REGIONAL MEDICAL CENTER

Members of Covenant Health



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# Patient Workflow- Teleneurology

- Patient is referred for a consult. Patient records are sent to St. Mary's Neurology for review.
- If patient is appropriate for a telemed consult, St. Mary's staff will schedule the appointment on a designated "telemedicine day." They will call the patient and review the processes for the appointment.
- The schedule is shared with staff at St. Joe's, and prior to the appointment, staff at St. Joe's confirms the patient insurance coverage and co-pay amounts. Patients are reminded that co-pays are due at the time of service.
- Patient arrives at St. Joseph's Internal Medicine office for appointment and registers with reception staff. Co-pay is collected and routed to St. Mary's Neurology.

# Patient Workflow

- Patient visit occurs and St. Mary's neurologist enters the charges in Epic EMR. Office location is specific for telemedicine visit- "SML-Neurology at SJIM."
- Provider enters charges for the visit.
- Appropriate coding is applied, identifying the claim as tele-visit (GT modifier added, provider site is recognized as telemed vs. in office).
- Claim is billed out to appropriate payer.

# Reimbursement in Maine

- Coverage of telemedicine services. A carrier offering a health plan in this State may not deny coverage on the basis that the coverage is provided through telemedicine if the health care service would be covered were it provided through in-person consultation between the covered person and a health care provider. Coverage for health care services provided through telemedicine must be determined in a manner consistent with coverage for health care services provided through in-person consultation. A carrier may offer a health plan containing a provision for a deductible, copayment or coinsurance requirement for a health care service provided through telemedicine as long as the deductible, copayment or coinsurance does not exceed the deductible, copayment or coinsurance applicable to an in-person consultation.

# Mainecare Reimbursement for Telehealth

- When billing for Interactive Telehealth Services, Health Care Providers at the Receiving (Provider) Site should bill for the underlying Covered Service using the same claims they would if it were delivered face to face, and should add the GT modifier.
- If the Health Care Provider at the Originating (Member) Site is making a room and telecommunications equipment available but is not providing clinical services, the Health Care Provider at the Originating (Member) Site may bill MaineCare for an Originating Facility Fee using code Q3014 for the service of coordinating the Telehealth Service. An Originating Facility Fee may not be billed for a Telephonic Service.

# MaineCare Example

Location	Practice	Place Of Svc	Refer. Dr.	Batch#	Voucher Status
SMNROTEL	SMNROTEL	SMNROTEL	TBartlet	SMNROBTEL17MAY26PG	Updated
Claim#	Bill Media	Billing Prov	Local Use Text		
19647820	Electronic	crobinso	GT MOD OMITTED FROM CLM ADDED		
Voucher Notes					
Practice omitted the GT modifier on the service added and held from electronic billing 071117 aj					
Removed claim from hold and rebilled 11/20/2017df					
Dates of Service	Procedure	Mods	Description	Diag1	D
05/26/2017	99244OPNSP	GT	Outpatient Consultation, NEW SPEC	R25.9	Un in

Payment Date	Reference	Coverage Type	Insurance	Transaction	Pmt Amt
07/11/2017	Rebill Transaction	Medical	PRMECARE	REBILL CLAIMS	
11/20/2017	Rebill Transaction	Medical	PRMECARE	REBILL CLAIMS	
12/05/2017	201711296068426	Medical	PRMECARE	MEDICAID PAYMENT	\$93.60



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# Commercial Payer Example

Location	Practice	Place Of Svc	Refer. Dr.	Batch#	Voucher Status
SMNROTEL	SMNROTEL	SMNROTEL	DukeEliz	SMNROBTEL17DEC22PAG	Updated
Claim#	Bill Media	Billing Prov	Local Use Text	Orig	
21781410	Electronic	crobinso		217	
Voucher Notes					
corrected pcp to e duke per anthem, saved and passed edits, 18jan02sab					
Dates of Service	Procedure	Mods	Description	Diag1	
12/22/2017	99244-4NSP	GT	Office Consultation, New, Specialist	R20.2	P

Payment Date	Reference	Coverage Type	Insurance	Transaction	Pmt Amt
12/22/2017	TX FROM 22041000		Self-Pay	PATIENT CREDIT CARD PAYMENT OFFICE	\$25.00
01/11/2018	3370169014	Medical	ANTHEM	ANTHEM PAYMENT	\$204.77



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# Things to Consider and Lessons Learned...

- Understand where your opportunities for reimbursement lie, and reach out to payers to learn more about their policies for telehealth.
- We are still figuring out the originating site fee billing for MaineCare. Commercial payers usually do not pay an originating site fee.
- Remember that there are commercial plan differences for self insured employers (ie: State of Maine employee benefits example).
- Running patient benefits prior to an appointment is key- anticipate co-pay collection and high deductible plan costs.
- Consider that “return on investment” for telehealth isn’t always about payment for services– cost savings, time efficiencies, provider and patient satisfaction are also important performance metrics.

# Measures of Success

- Increased access to specialty care.
- Reduced travel time for patients and providers.
- Increase in provider/staff engagement and satisfaction.
- Patient satisfaction and willingness to use the service.

# Provider Feedback

“Since it's inception, I've been very pleased with the results! Patients seem to be adapting extremely well to what at first seems like an unusual experience and in the end, they say that they are happy to be receiving good care without having to wait many months for the appointment and without having to take a 4-hour-round-trip drive to Lewiston.

For me, I think it is good experience to learn how to master this technology now. Based on what I see in the successes of our program, I envision that more health care is likely to be delivered in this way.”

*Dr. Carl Robinson, St. Mary's Neurology Associates*



## TELEMEDICINE-PATIENT/GUARDIAN SURVEY

Date of visit: 12/22/17  
Time of visit: 11:15

1. *The telehealth provider was professional.*

1. Strongly agree 2. Agree 3. Somewhat agree 4. Somewhat disagree 5. Disagree 6. Strongly disagree

2. *Staff was knowledgeable about the equipment.*

1. Strongly agree 2. Agree 3. Somewhat agree 4. Somewhat disagree 5. Disagree 6. Strongly disagree

3. *The process for the appointment was convenient and easy for me to understand.*

1. Strongly agree 2. Agree 3. Somewhat agree 4. Somewhat disagree 5. Disagree 6. Strongly disagree

4. *Using telemedicine technology was comfortable for me.*

1. Strongly agree 2. Agree 3. Somewhat agree 4. Somewhat disagree 5. Disagree 6. Strongly disagree

5. *I would like to continue using telemedicine appointments in the future.*

1. Strongly agree 2. Agree 3. Somewhat agree 4. Somewhat disagree 5. Disagree 6. Strongly disagree

6. *Overall, I had a positive, helpful experience.*

1. Strongly agree 2. Agree 3. Somewhat agree 4. Somewhat disagree 5. Disagree 6. Strongly disagree

Optional Additional Comments or Suggestions:

GREAT SERVICE! DIDNT HAVE TO DRIVE TO  
LEWISTON!

Patient Label



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# Reimbursement Resources

- Center for Connected Health Policy- <http://www.cchpca.org/>
- Mainecare Benefits Manual- <http://www.maine.gov/sos/cec/rules/10/144/ch101/c1s004.docx>
- CMS Telehealth Eligibility Analyzer- <https://data.hrsa.gov/tools/medicare/telehealth>

# Questions, Comments?

## Thank you for joining today's webinar!

Contact information: [mlovering@covh.org](mailto:mlovering@covh.org)

