

SBAR for Changes to video visit smartphrase

SITUATION: Documentation of what is required during an inpatient video visit differs from what is required during an outpatient visit.

BACKGROUND: CMS guidelines have changed the requirements for documenting time-based billing codes in light of the recent PHE. The regulations of what is required for inpatient video visits has not changed. Initially, a single smartphrase (.videovisit) had been enough to capture changes permitted in ambulatory setting, but this phrase no longer reflects requirements in an inpatient setting.

ASSESSMENT: Upon reflection of the current requirements for inpatient and outpatient documentation, we noted:

- For outpatient video visits, time-based billing is based time spent on a day of service.
- Outpatient video visits currently have the following guidance: “Total time spent by the provider on the day of service, which includes time spent on chart review, medical video consultation, education, coordination of care/services and counseling (Not required if billing based on MDM)”
- Inpatient video visits if billed by time require the total amount of time spent and the certification that >50% of that time was spent providing counseling or coordination of care.
- Inpatient video visits require the following phrasing: “If billing based on time, please complete (Not required if billing based on MDM):
 1. Total time spent in medical video consultation: ***
 2. Of the total time spent, *** was spent providing counseling and/or coordination of care; (counseling and/or coordination of care time must be >50% of total time in order to bill based on time)
- Completion of a telehealth video visit is considered the same as a face to face visit when the evaluation occurs in the same physical building as the patient (even if the patient is seen over video). Therefore, if a provider completes a video visit from the same location as the patient, it does not require any telehealth modifiers.
- If a provider sees a patient over video in the hospital and is not in the same location, then the video visit is considered a telehealth visit, requiring the modifiers be added to the visit.

RECOMMENDATION:

- To more accurately reflect the practice of what has been done, smart phrases to guide each encounter must accurately reflect the needs of inpatient and outpatient.
- Current smartphrase .VideoVisit will become .videovisitoutpatient and will have the same documentation as has been previously updated.
- A new smartphrase .videovisitinpatient will have the necessary wording as described above.
- The .videovisitinpatient smartphrase includes a question to confirm if the provider is located in the same building as the patient, changing how the charge would be sent out and help determine what modifiers are needed.
- The total wording of both smart phrases is below for completeness.

This change will go into production on Tuesday, 8/11/20

.videovisitoutpatient:

VIDEO TELEHEALTH VISIT: This clinician is part of the telehealth program and is conducting this visit in a currently approved location. For this visit the clinician and patient were present via interactive audio & video telecommunications system that permits real-time communications.

Patient/parent or guardian consent given for video visit: {YES (DEF)/NO:32745}

{State patient is located in:805000124}

The clinician is appropriately licensed in the above state to provide care for this visit.

Other individuals present during the telehealth encounter and their role/relation: {Other individuals present?:805222762}

If billing based on time, please complete (Not required if billing based on MDM):

Total time spent in medical video consultation: ***; Total time spent by the provider on the day of service, which includes time spent on chart review, medical video consultation, education, coordination of care/services and counseling

Because this visit was completed over video, a hands-on physical exam was not performed. Patient/parent or guardian understands and knows to call back if condition changes.

.videovisitinpatient

VIDEO TELEHEALTH VISITS: This clinician is part of the telehealth program and is conducting this visit in a currently approved location. For this visit the clinician and patient were present via interactive audio & video telecommunications system that permits real-time communications.

Patient/parent or guardian consent given for video visit {YES (DEF)/NO:32745}

The patient is admitted in a state where the clinician is appropriately licensed to provide care for this visit.

The clinician is in the same building as the patient: {YES /NO:32253}

Other individuals present during the telehealth encounter and their role/relation: {Other individuals present?:805222762}

If billing based on time, please complete (Not required if billing based on MDM):

1. Total time spent in medical video consultation: ***
2. Of the total time spent, *** was spent providing counseling and/or coordination of care (*counseling and/or coordination of care time must be >50% of total time in order to bill based on time*)