**Digital Health Visits**

**Frequently Asked Questions**

**Telephone Visits**

**How do we obtain patient consent and notify of potential financial responsibility for virtual visits?**

Inform the patient, “We believe scheduling you for a phone visit would be appropriate, do you consent to having this appointment done via phone? If so, similar to an in person visit, depending on your insurance coverage you may be responsible for any balance after insurance payments. Would you still like us to schedule this as a phone visit?”

2) Based on the previous answer:

a. If yes, Document in the appointment notes that the patient understands the phone visit fee.

b. If no, switch to an office visit in clinic (Don’t forget to switch the visit type) – no sooner than 6 weeks from now unless urgent. If urgent, please contact your clinic manager for assistance.

**How much do telephone visits cost?**

The gross charges for telephone visits ranges from $34.00-$96.00. We offer a 35% discount for uninsured patients.

**Can we use telephone visits for urgent new patients if our department is not setup for virtual visits?**

Yes, but we are not able to bill for new patient telephone visits at this time. We are working to develop a billing workflow and will keep you updated.

**Virtual Visits**

**Can we seen new patients virtually?**

Yes, providers may see new patients via virtual visits.  When assigning the appropriate new patient CPT code, please choose 99201-99205.

**How do we obtain patient consent and notify of potential financial responsibility for virtual visits?**

Virtual Visits have a consent process that occurs during the eCheck-In process. Patients are informed they may be responsible for payment if insurance is denied.  For that reason, managed care authorizations are recommended prior to patient visit

**When will the virtual visit financial model be available for everyone to use?**

Aaron Rust and team want to test the model with another specialty department and a primary care group.  That should happen when COVID settles

**Is there any evidence for differences in completed virtual vs F2F visits, accounting for no shows and late cancellations?**

We are seeing a no show rate over the past two days of 20% (205 completed visits out of 258 scheduled).  We will keep monitoring that.