

### 1. Can I import my patient list into talkEHR?

Yes. Under the patient's tab click on import patient and select the example excel file to fill out. You can import a maximum of 1000 patients. (see step 3 before importing patient records)

### 2. How will patients be able to receive telehealth calls?

They will need to be on the talkPHR patient portal or phone app and have activated the app, after being invited by the provider/office.

### 3. Can I invite patients to talkPHR to allow access to access to telehealth?

Yes. Under the settings tab click on Patient Portal in the Patient Engagement Section to automatically send invites to all new patients added to talkEHR after you turn-on the option. It sends an email or a text message to patients inviting them to join talkPHR.

**Note:** Activate this option BEFORE importing patients in order for them to get the automatic invite. After activating it, any new patient you add will get an invite.

### 4. Is talkEHR telehealth free?

TalkEHR is a free EHR platform to use. However, to enable telehealth, it is an an additional \$49 per provider per month for talkBasic clients or talkUltimate billing clients. Clients with talkPlus or talkCSP have this feature included in their monthly software fees.

### 5. What are some of the features that come with telehealth?

With telehealth integrated with talkEHR your EHR is a cohesive system that allows for charting functionality and telehealth claim submissions (if you have submission setup with MTBC), while on a telehealth call. You can take snapshots during the call and save them directly on the patients' notes. You also have a complete telehealth log to match your encounters, claims and payments. This allows you to track your records for your practice or in case of an audit. (Other third-party stand-alone telehealth tools do not have auditable reports for payers which is why we integrated this with talkEHR).

### 6. How can we take payment for the calls?

We can store credit cards or patient insurance for each call. You must have our integrated merchant account i.e. Authorize.net or PayEzee, to process payments through talkEHR. This will allow you to process balance amount, co-pays, co-insurance and self-pay patients.

### 7. How long will it take to set up a talkEHR account with telehealth?

The account with talkEHR and telehealth can be set up within 20 minutes. All that is needed is for you to create a talkEHR account through talkehr.com, import/create a patient in talkEHR, invite the patient to talkPHR; and for you to schedule the call.

## 8. Are there any specific codes for a telehealth call?

- In a clinical set up, usually the codes used are E/M codes with specific place of service (02-TELEHEALTH), and a modifier 95.
- However, this is not an exhaustive list, just Medicare 2020 Telehealth codes from our coding department:

LIST OF MEDICARE TELEHEALTH SERVICES CY 2020	
Code	Short Descriptor
90785	Psytx complex interactive
90791	Psych diagnostic evaluation
90792	Psych diag eval w/med srvc
90832	Psytx pt&/family 30 minutes
90833	Psytx pt&/fam w/e&m 30 min
90834	Psytx pt&/family 45 minutes
90836	Psytx pt&/fam w/e&m 45 min
90837	Psytx pt&/family 60 minutes
90838	Psytx pt&/fam w/e&m 60 min
90839	Psytx crisis initial 60 min
90840	Psytx crisis ea addl 30 min
90845	Psychoanalysis
90846	Family psytx w/o patient
90847	Family psytx w/patient
90951	Esrđ serv 4 visits p mo <2yr
90952	Esrđ serv 2-3 vsts p mo <2yr
90954	Esrđ serv 4 vsts p mo 2-11
90955	Esrđ srv 2-3 vsts p mo 2-11
90957	Esrđ srv 4 vsts p mo 12-19
90958	Esrđ srv 2-3 vsts p mo 12-19
90960	Esrđ srv 4 visits p mo 20+
90961	Esrđ srv 2-3 vsts p mo 20+
90963	Esrđ home pt serv p mo <2yrs
90964	Esrđ home pt serv p mo 2-11
90965	Esrđ home pt serv p mo 12-19
90966	Esrđ home pt serv p mo 20+
90967	Esrđ home pt serv p day <2
90968	Esrđ home pt serv p day 2-11
90969	Esrđ home pt serv p day 12-19
90970	Esrđ home pt serv p day 20+
96116	Neurobehavioral status exam
96150	Assess hlth/behave init
96151	Assess hlth/behave subseq

LIST OF MEDICARE TELEHEALTH SERVICES CY 2020	
Code	Short Descriptor
96152	Intervene hlth/behav indiv
96153	Intervene hlth/behav group
96154	Interv hlth/behav fam w/pt
96160	Pt-focused hlth risk assmt
96161	Caregiver health risk assmt
97802	Medical nutrition indiv in
97803	Med nutrition indiv subseq
97804	Medical nutrition group
99201	Office/outpatient visit new
99202	Office/outpatient visit new
99203	Office/outpatient visit new
99204	Office/outpatient visit new
99205	Office/outpatient visit new
99211	Office/outpatient visit est
99212	Office/outpatient visit est
99213	Office/outpatient visit est
99214	Office/outpatient visit est
99215	Office/outpatient visit est
99231	Subsequent hospital care
99232	Subsequent hospital care
99233	Subsequent hospital care
99307	Nursing fac care subseq
99308	Nursing fac care subseq
99309	Nursing fac care subseq
99310	Nursing fac care subseq
99354	Prolonged service office
99355	Prolonged service office
99356	Prolonged service inpatient
99357	Prolonged service inpatient
99406	Behav chng smoking 3-10 min
99407	Behav chng smoking > 10 min
99495	Trans care mgmt 14 day disch
99496	Trans care mgmt 7 day disch
99497	Advncd care plan 30 min
99498	Advncd are plan addl 30 min
G0108	Diab manage trn per indiv
G0109	Diab manage trn ind/group
G0270	Mnt subs tx for change dx
G0296	Visit to determ ldct elig

LIST OF MEDICARE TELEHEALTH SERVICES CY 2020	
Code	Short Descriptor
G0396	Alcohol/subs interv 15-30mn
G0397	Alcohol/subs interv >30 min
G0406	Inpt/tele follow up 15
G0407	Inpt/tele follow up 25
G0408	Inpt/tele follow up 35
G0420	Ed svc ckd ind per session
G0421	Ed svc ckd grp per session
G0425	Inpt/ed teleconsult30
G0426	Inpt/ed teleconsult50
G0427	Inpt/ed teleconsult70
G0436	Tobacco-use counsel 3-10 min
G0437	Tobacco-use counsel>10min
G0438	Ppps, initial visit
G0439	Ppps, subseq visit
G0442	Annual alcohol screen 15 min
G0443	Brief alcohol misuse counsel
G0444	Depression screen annual
G0445	High inten beh couns std 30m
G0446	Intens behave ther cardio dx
G0447	Behavior counsel obesity 15m
G0459	Telehealth inpt pharm mgmt
G0506	Comp asses care plan ccm svc
G0508	Crit care telehea consult 60
G0509	Crit care telehea consult 50
G0513	Prolong prev svcs, first 30m
G0514	Prolong prev svcs, addl 30m
G2086	Off base opioid tx first m
G2087	Off base opioid tx, sub m
G2088	Off opioid tx month add 30

## 9. How do I setup for a self-pay patient?

If you are adding a new patient, select the payment method as self-pay. If the patient already has their insurance information entered into the system but you still want to save a claim as self-pay, in the claim section you select the self-pay option instead of sending in the claim for submission.

### 10. Which insurance companies allow telehealth?

Due to COVID-19 pandemic, almost all of the leading insurance companies are now supporting telehealth claims, including state funded Medicare and Medicaid. You can also check your patient's eligibility on the appointment scheduler, or in their demographics tab to confirm what their individual plan allows.

### 11. What are the billing rates for a telehealth encounter?

For telehealth encounters of in-network billing clients, we are sending claims in with rates similar to in-office visit rates. If you have query about any specific billing plans or CPT codes, please email us at: [telehealthrequests@mtbc.com](mailto:telehealthrequests@mtbc.com)

### 12. Can I see a logged report on all of my telehealth calls?

Yes. Click on reports and under the practice management section click on telemedicine call logs. Here you can view reports on all telehealth calls. You can see calls to certain patients, appointment date and time, appointment reason, and call duration.