

Documentation Requirements for Telehealth Services

Documentation requirements for a telehealth service are the same as for a face-to-face encounter. The information of the visit, the history, review of systems, consultative notes, and any information used to make a medical decision about the patient should be documented.

Best practice suggests that documentation should also include a statement that the service was provided through telehealth, both the location of the patient and the provider and the names and roles of any other persons participating in the telehealth service.

Example: This visit was completed via Doxy.Me telehealth due to restrictions of the COVID-19 pandemic. All issues as below were discussed, but no physical exam was performed except that allowed by visual confirmation on Doxy.Me. If it was felt that the patient should be evaluated in the clinic, then he/she was directed. Patient verbally consented to visit.

If the patient has the ability to obtain a Blood Pressure, Pulse, Weight, Temp, O2 Sat, or last Blood Sugar reading in their home be sure to note that these measurements were “patient stated”.

If patient is participating in remote patient monitoring (RPM), provider can complete a telehealth visit and bill an E&M visit. Once patient takes vitals via RPM, provider can notate in encounter “patient stated via RPM”. If the RPM has been integrated into the EMR, the readings should populate into the EMR for the visit. If RPM is not integrated into the EMR, practice can download the readings from RPM vendor’s portal and import into patient’s chart.

For Annual Wellness Exams all the above applies along with you being able to perform the following:

- Fall Risk Assessment
- Depression Screening
- Tobacco Screening
- Pain Scale
- ADL/Functional Status Assessment
- Advance Care Planning
- Colonoscopy Reporting
- Mammogram Reporting
- Flu Shot Reporting
- Vaccine Reporting
- Medication Reconciliation

CMS announced that HCC codes documented during telehealth visits now count for risk adjustment. Always remember to document and bill for all the appropriate codes using the POC Tool in 360 Ribbon for guidance.