COVID-19 FAQ for TSI Healthcare Solutions
Common questions for EHR, PM, MIPS, Otto, Luma, and HealthWave Connect

EHR
How can I add a visit type for Telehealth Virtual Visits to the Intake/SOAP template?
- For Telehealth Virtual Visits, user will continue to select "Office Visit."

Is there a special template to use to document a Telehealth Virtual Visit?
- There are no telehealth specific templates or documents. Telehealth Virtual Visits are charted in EHR using the same templates and tools as in-person visits.

Beyond Telehealth Virtual Visits, I'd also like to start billing for Telephone encounters. Where can I submit CPT Codes 99441-99443?
- From the Telephone Call template, under Communication tab, select "Charges" link and this will open the Telephone Billing template where you can select and submit these codes if you utilize charge pass through.

PRACTICE MANAGEMENT
Should I add a New Appointment Event Type for Telehealth Virtual Visits?
- Is this required? No. Are some folks doing it? Yes, since it helps streamline information for your users. If your practice plans to add a New Appt Event Type, create a Telehealth event and attach it to the appropriate Categories on the schedule.

Can I create a new location for Telehealth Virtual Visits?
- Is it required? No. Are some folks doing it? Yes.
- Remember, these visits can be tracked via the CPTs/modifiers AND the unique place of service code (02) for Telehealth Virtual Visits.
- If your practice wishes to create a new location, copy your existing location, rename it and change the name (and update Place of Service to "Telehealth").
  - Notify EHR users that they will need to change the EHR location to the Telehealth location when documenting Telehealth Virtual Visits. This will ensure that the place of service is correct when submitting charges to PM.

Can I change the Place of Service for Telehealth Virtual Visits in Charge Entry?
- Yes, but TSI Healthcare recommends having the correct POS in your Service Item/CPT so it auto-defaults (if you do not create a new location).

MIPS
Do Telehealth Virtual Visits count for MIPS?
- From a MIPS standpoint, some Quality measures exclude patients who had a Telehealth Modifier code attached to the Qualifying CPT code.
  - For example, MIPS measures that require vital signs with each visit (BMI and Hypertension), exclude patients from the measure if telehealth modifiers are attached to the qualifying CPT code.
- On the other hand, there are measures that include patients based on qualifying CPT Codes regardless of Telehealth Modifier.
  - Many of the measures that still include patients in the denominator only require you to complete the workflow once during the full year reporting period. Therefore, it is likely that you have already completed the workflow for these patients OR will do so when the patient is seen in the office.
- For more information on specific measure-related questions, you can reach out to your QP Specialist by opening a ticket with helpdesk@tsihealthcare.com.

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TELEHEALTH VIRTUAL VISITS

How often will patients receive a visit invite/reminder from Otto?
- The patient will be sent three reminders: upon appointment creation, one day prior, and 30 mins prior.

Do I need to use Otto and NextGen on the same device?
- No, we use a cloud-based interface to connect the two devices so you can host a Telehealth Virtual Visits from your cellphone, tablet or desktop computer while having NextGen on your computer.

Which browsers are compatible?
- The three compatible browsers are Mozilla Firefox, Google Chrome, Safari. This means that patients can connect with an iPhone, Tablet, or Android with the appropriate desktop browser.

PATIENT REMINDERS (LUMA AND PHONETREE HEALTHWAVE CONNECT)

How do I request changes to standard patient reminders scripts or text?
- During Normal Business Hours (Monday - Friday between 8:30am – 5:00pm EDT):
  - Requests for assistance with this service must be made 24 hours before you would like the changed notifications to start.
  - Submit a ticket to helpdesk@tsihealthcare.com with the following information:
    - Date and time to begin new message.
    - New message to include in script.
    - Applicable appointment types (if all, indicate "all").
- Outside of Normal Business Hours:
  - Requests for assistance will be processed at the start of the following business day.
  - Submit a ticket to helpdesk@tsihealthcare.com with the above-mentioned information.

How do I request a broadcast message?
- During Normal Business Hours (Monday - Friday between 8:30am – 5:00pm EDT):
  - Requests for assistance with this service must be made at least 2 business hours before you would like the notifications to start.
  - Complete the *Assistance Request Form*.
- Outside of Normal Business Hours:
  - Practices can change these settings on their own if they feel they are sufficiently tech savvy as support after-hours is not available. See steps below.
  - For Luma Clients:
    - View our *How-To-Guide*.
  - For HealthWave Connect Clients:
    - Only practices that have submitted a request for this functionality currently have the capability. You must request this in advance.
    - Step 1: To enable this functionality at your practice, please submit a ticket to helpdesk@tsihealthcare.com and specify which employees at your practice should be setup as HealthWave Connect Inclement Weather & Broadcast Message Administrators.
    - Step 2: View our How-To Video and Instruction Guide via the links below or at our Client Resources.

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Do you have example scripts other practices have added to their messages about COVID-19?

- Yes! We Do – three examples we have are:
    - "If you are having fever, upper respiratory issues including cough and shortness of breath or have traveled within the last two weeks, please call our office to cancel your appointment with us and contact your primary physician."
    - "If you are ill, have a fever, or have a cough, please cancel your appointment. If you would like to speak with your doctor by phone regarding your symptoms, please call our main number."
    - "With the recent concern about the Corona virus, we want to remind our patients that if you are sick or have a fever, please contact your primary care physician. Also, please call our office to reschedule your appointment until you have recovered. Help us keep our patients and staff members healthy."
- The third option is the most popular. However, your practice does not have to use these verbatim. Practices can use these as a template and modify as necessary.

Does the COVID-19 script have to be added to my appointment reminder?

- No, the script does not have to be added to appointment reminders. TSI Healthcare can set up an additional reminder specifically for COVID-19 to go out to patients a desired number of days before the patient's appointment.

Does the COVID-19 reminder need to follow my current method of contact order (sms text – email – phone call, depending on patient data)?

- We can set the additional reminder up to respect your current method of contact order, or force the job out as an sms text, email, or phone call.