



Catalyst
HEALTH NETWORK

COVID-19 Webinar 7

March 26th, 2020

Reviving the Heart of Healthcare



Telehealth Updates

Meet the speakers!

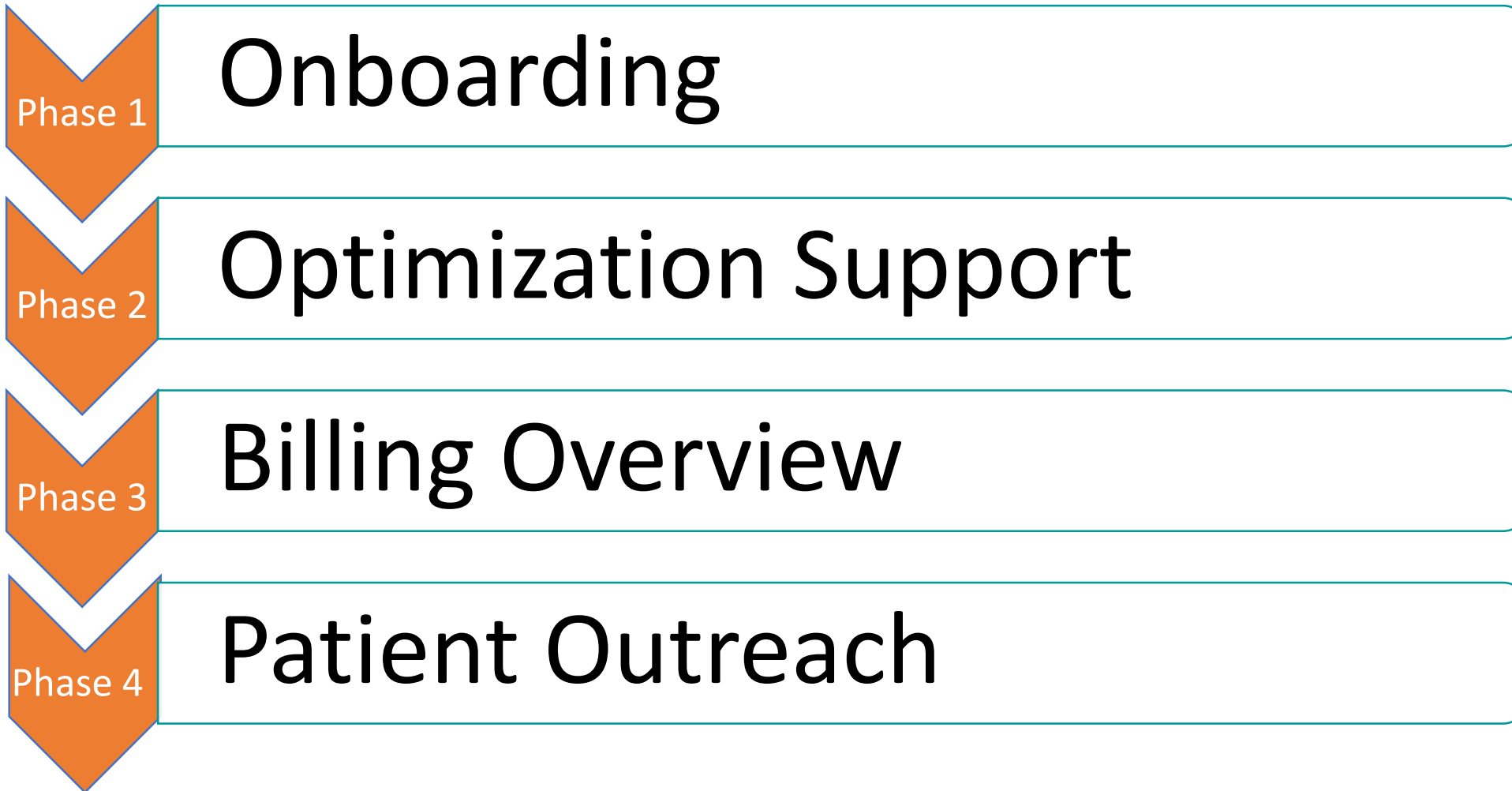
Maddie Lind – Performance Advocate, NTX

Stephenie Tollett – Director, Revenue Cycle

Holly Adams – Director, Applications



Telehealth Tool Kit



Applications Team Support

- System **troubleshooting**
- **Quick reference guides** and videos for applications
- Connect with an Applications Team Member to **optimize your telehealth use**

For support, email appsteam@stratifihealth.com

Revenue Cycle Team Support

- **Documentation** guidance and templates
- **Quick reference guides** for billing telehealth
- Optimization of **billing telehealth**
- **Denial prevention** and management assistance

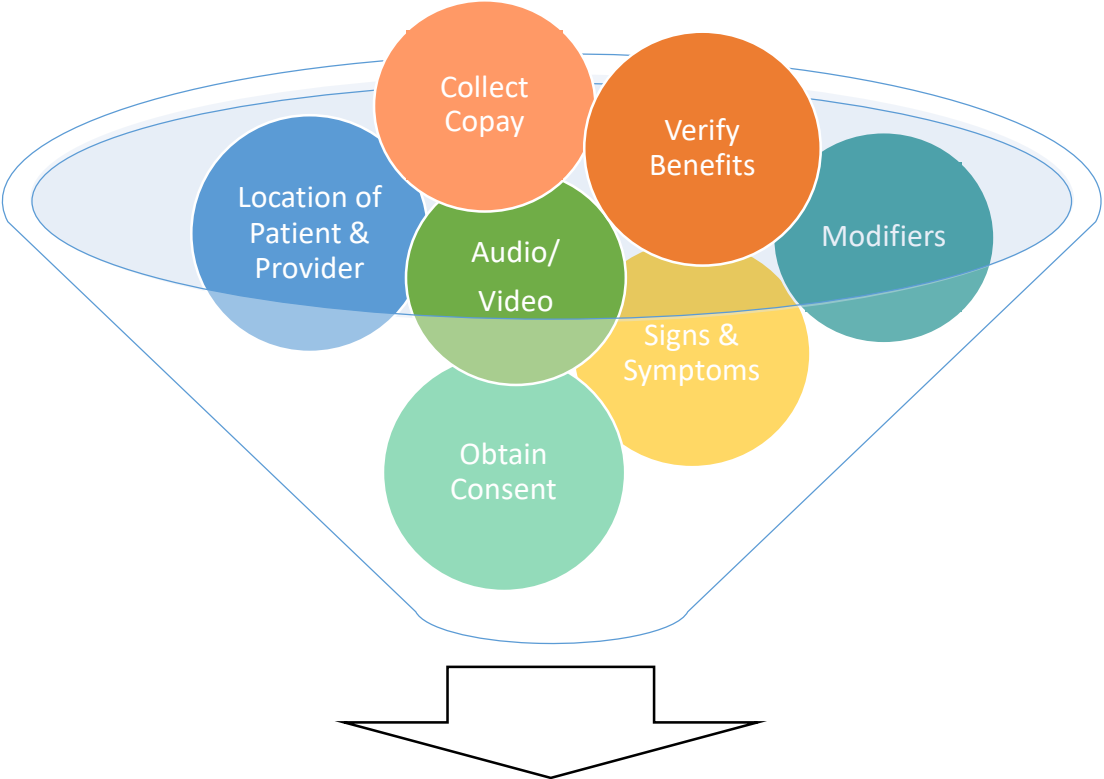
For support, email RCM@stratifihealth.com

Telehealth Documentation Requirements

Requirement	99213	99214
History		
Chief Complaint (CC)	Required	
History of Present Illness (HPI)	4+ Elements (or 3+ chronic diseases)	
Review of Systems (ROS)	2-9 systems	10+ systems
Past Medical Family, Social History (PFSH)	1 element	2 elements
Examination		
Systems	5-7 systems	8+ systems
Medical Decision Making		
Level	*Low	*Moderate
Time (document 50% of time counseling/ordinating care)		
Minutes	15 minutes	25 minutes

***Note:** Corrections were made after the recording of Webinar 7. [Reference from Novitas Solutions here.](#)

Key Elements for Telehealth



Reimbursement			
Payer	99213	99214	Variance
Medicare	\$73	\$106	\$33
Managed Care	\$106	\$156	\$50



Q & A

Webinar 8

Friday, March 27th, 12 – 1 PM

- **Business Continuity Planning**
 - *Financial impact of COVID-19 Pandemic*
 - *Financial models & continuity strategies*
 - *Government assistance & finance options*



Reminders

Reminders



Patient Resources

Website

www.catalysthealthnetwork.com/coronavirus

Hotline

(214) 964-0319

Practice Resources

Care Alerts

Released every Monday, Wednesday, and Friday

Catalyst Resource Page

Bookmark this page in your internet browser for easy access

[View Care Alert #11 and Additional Practice Resources](#)



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