

THE OFFICE BEYOND THE OFFICE

Care delivery in a connected (and disconnected) world.

Samuel L. “Le” Church, MD, MPH, FAAFP



[This Photo](#) by Unknown Author is licensed under [CC BY-NC-ND](#)

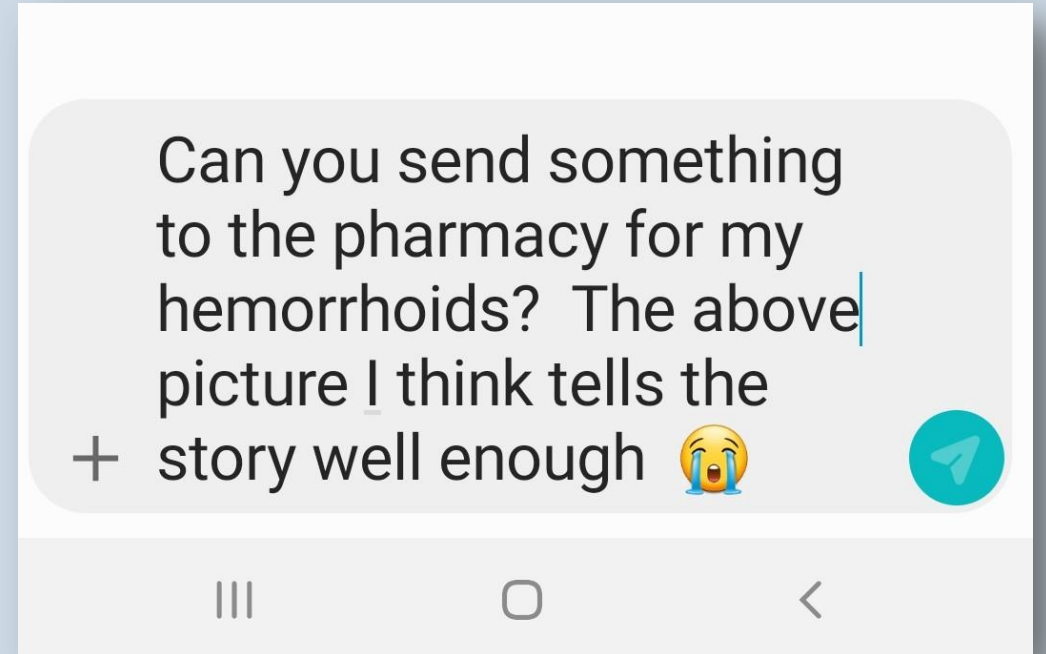


[This Photo](#) by Unknown Author is licensed under [CC BY-NC-ND](#)

WHERE WE'VE BEEN



[This Photo](#) by Unknown Author is licensed under [CC BY](#)



THINGS ARE CHANGING

IS THERE A NEED FOR NON-OFFICE CARE?

- The core of medicine
- Patient satisfaction
- Vulnerable populations
- Effectiveness

NEW CARE MODELS

- Group Visits
- Home Visits
- Community Education
- Marketing
- Technology and Care

DIGITAL ENCOUNTERS

G2010
REMOTE EVALUATION OF RECORDED VIDEO
AND/OR IMAGES

- **Practitioner** reviews patient-transmitted photo or video information (asynchronous)
- Assess whether a visit is needed
- Consent required
- Copay applies
- Must respond within 24 hours

G2010 *(Continued)*
REMOTE EVALUATION OF RECORDED VIDEO
AND/OR IMAGES

- Must be an established patient
- No specific bullets required for documentation
- Provider response by any medium (verbal, secure text, portal, etc)
- Timing Rules
 - Not for review of image in office
 - Can't be within 7 days after or 24 hours before an OV

G2012
BRIEF COMMUNICATION TECHNOLOGY-BASED SERVICE

- A “Virtual check-in”
- Timing – Not connected to E/M 7d prior or 24hr after
- Consent
- Established patient
- Service between patient and physician / QHP
- No specific documentation requirements
- Reflects 5-10 minutes communication

CCM VERSUS DIGITAL ENCOUNTER

	CCM	Digital Encounter
Consent	✓	✓
E/M Restrictions	✓ - limited	✓
Requires Care Plan	✓	x
Requires physician/QHP	x	✓
Response Time	x	✓
Minimum Time	✓	x
Digital Interaction Required	x	✓
Patient Initiated	x	✓*

NON-OFFICE ENCOUNTER CASE 1

▶ **Patient with labile HTN, contemplating med adjustment**

- Keeps log x 1 week and in office F/U planned 1M
- Patient submits log via portal
- Physician or QHP determines med change needed
- Med increased, encounter logged, G2012 billed

NON-OFFICE ENCOUNTER CASE 2

▶ Patient with rash submits picture

- Rash reviewed by provider and determined to be shingles
- Review within 24 hours of submission and within effective treatment window
- Appropriate treatment reviewed and with patient and initiated
- Encounter documented, G2010 billed

NON-OFFICE ENCOUNTER CASE 3

▶ **Patient Enrolled in CCM with Care Plan in Place**

- Patient with multiple meds and problems
- Medications reconciled in December
- Patient contacted regarding potential refills needed
- Insurance changed, prior auth needed
- Med class change required, MD coordinated med
- Not due for OV for another few months
- Medication ordered
- 60 minutes and details documented, 99487 billed

CPT ONLINE DIGITAL EVALUATION SERVICES

- ▶ Patient initiated digital communications
- ▶ QHP and clinical staff codes
- ▶ Effective Jan 2020, details published 9/2020

E-VISITSCOMING SOON