

March 19, 2020



Name  
Address  
City, state

## RE: TELEHEALTH SERVICES FOR INTEGRANET PCPS

### **What**

IntegraNet has approved an expanded reimbursement policy for **Synchronous (audio and video) Telehealth** services offered by our PCPs to Amerivantage MA Members in their homes.

### **When**

IntegraNet is allowed to offer expanded telehealth services because of The Coronavirus Preparedness and Response Supplemental Appropriations Act, as signed into law by the President on **March 6, 2020**. This will remain in effect for the duration of the COVID-19 Public Health Emergency.

### **Who**

Prior to this waiver, Medicare could only pay for telehealth on a limited basis: when the person receiving the service is in a designated rural area and when they leave their home and go to a clinic, hospital, or certain other types of medical facilities for the service. The Act expands the use of Synchronous Telehealth coverage for **Medicare patients to receive healthcare services without traveling to facilities/clinics to receive care.**

### **How**

IntegraNet supports limiting patient exposure to COVID-19 in your waiting room and protecting your financial health through the use of Synchronous Telehealth. We recommend using a **HIPAA compliant application** such as doxy.me <https://doxy.me/>, to complete your telehealth encounters. This application has a free and paid version. It was recommended by one of our network physicians. If you use IntegraNet's preferred EMR (Prognosis), the Synchronous Telehealth Module is free for 3 months.

### **Payment/Billing**

IntegraNet reimbursement for a synchronous telehealth visit is the **same STAR rating fee schedule** as you currently receive **for an in-office E/M code**. Normal check-in process for patient identification and copays apply. When billing **use appropriate CPT code and Place of Service 02**. For your convenience, we have provided links to CMS and CDC information regarding CMS telehealth FAQ, diagnosis coding for COVID and CDC links for updated information.

**In summary**, for your Medicare Advantage patients you may provide services normally performed in a face-to-face office visit via a synchronous telehealth encounter. There is not a limit or restriction on diagnosis and a patient may be located in a home environment as opposed to the previous restriction of an office or other facility setting. Your reimbursement per visit is the same as an in-office E/M code.

We hope that you will immediately take advantage of this new service so that your patients can avoid exposure and acute illness and your accounts receivable will not be negatively affected.

Warm Regards,  
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## REFERENCE LINKS

To read the Fact Sheet on this announcement visit: <https://www.cms.gov/newsroom/fact-sheets/medicare-telemedicine-health-care-provider-fact-sheet>

To read the Frequently Asked Questions on this announcement visit: <https://www.cms.gov/files/document/medicare-telehealth-frequently-asked-questions-faqs-31720.pdf>

To keep up with the important work the White House Task Force is doing in response to COVID-19 click here [www.coronavirus.gov](http://www.coronavirus.gov). For information specific to CMS, please visit the [Current Emergencies Website](#).

ICD-10-CM Official Coding Guidelines - Supplement Coding encounters related to COVID-19 Coronavirus Outbreak: <https://www.cdc.gov/nchs/data/icd/ICD-10-CM-Official-Coding-Gudance-Interim-Advice-coronavirus-feb-20-2020.pdf>

HIPAA compliant synchronous telehealth application (free or paid version) <https://doxy.me/>

Prognosis EMR - <https://www.inetrcm.com/>

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