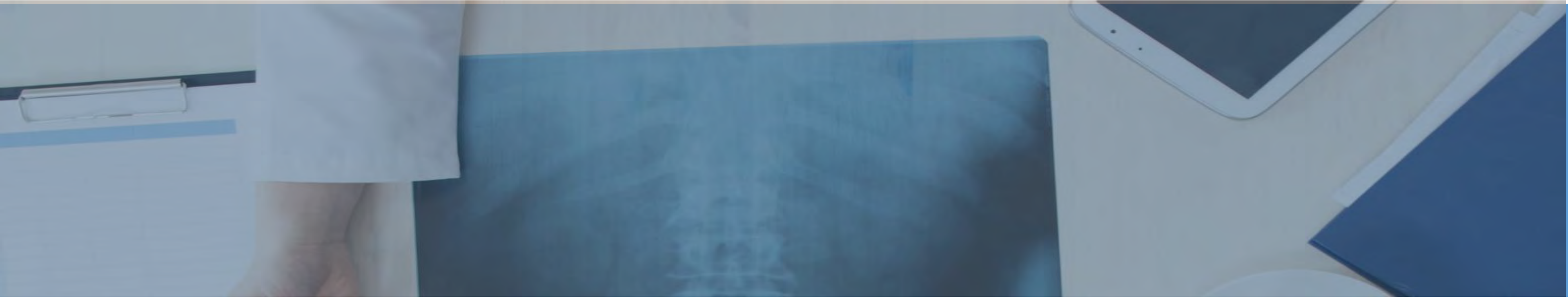


Session 3

Billing & Coding: Case Presentation

MEGHNA SEBASTIAN, MD, FAAP

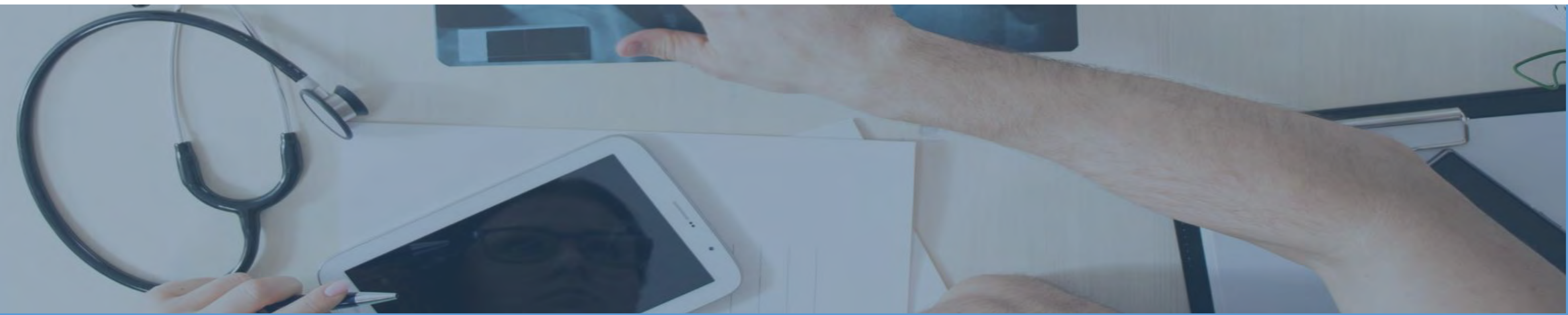
Baylor Teen Health Clinics



Baylor
College of
Medicine

Baylor College of Medicine: Teen Health Clinic

Sexually Transmitted Infection Services During COVID-19



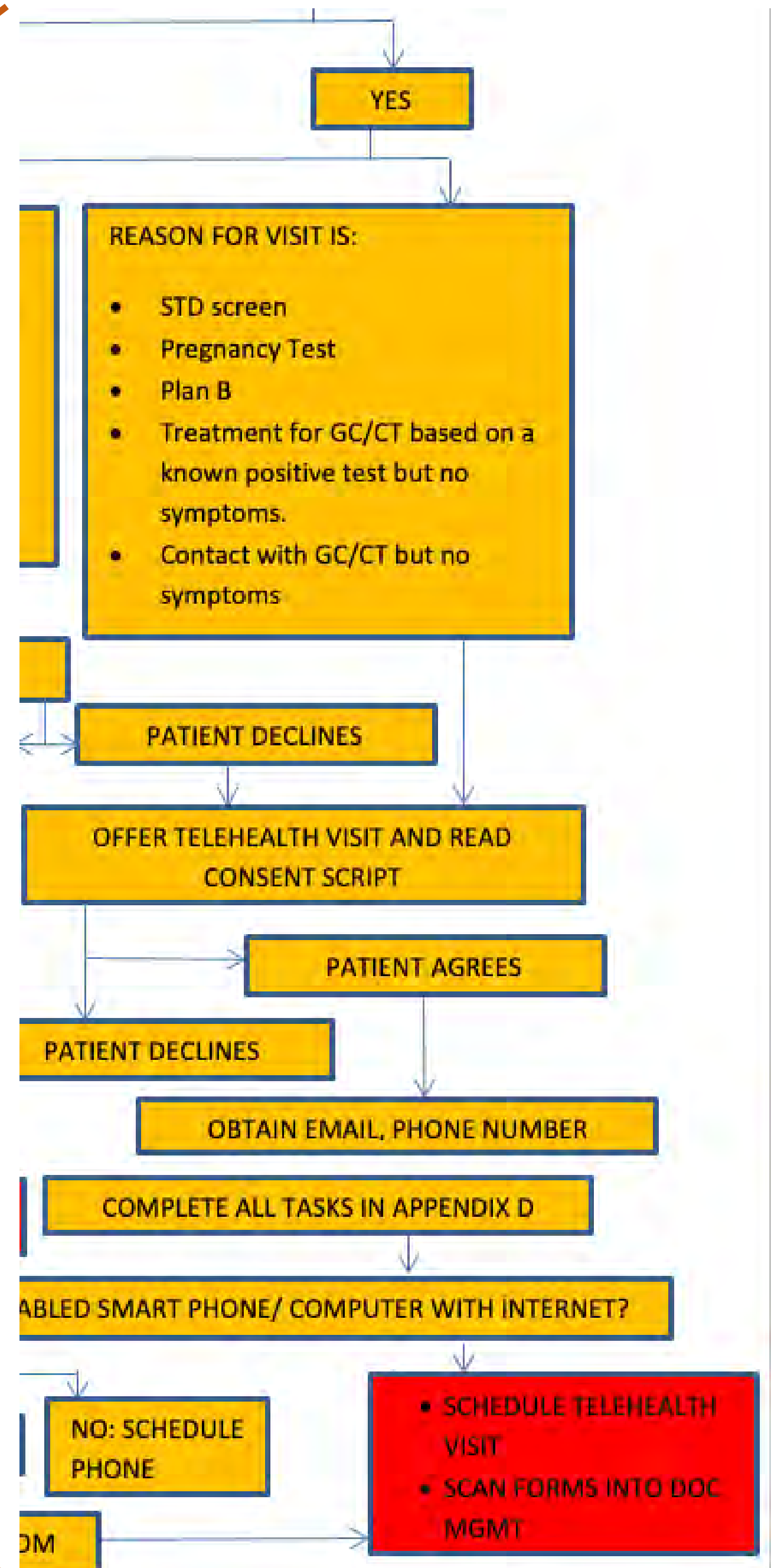
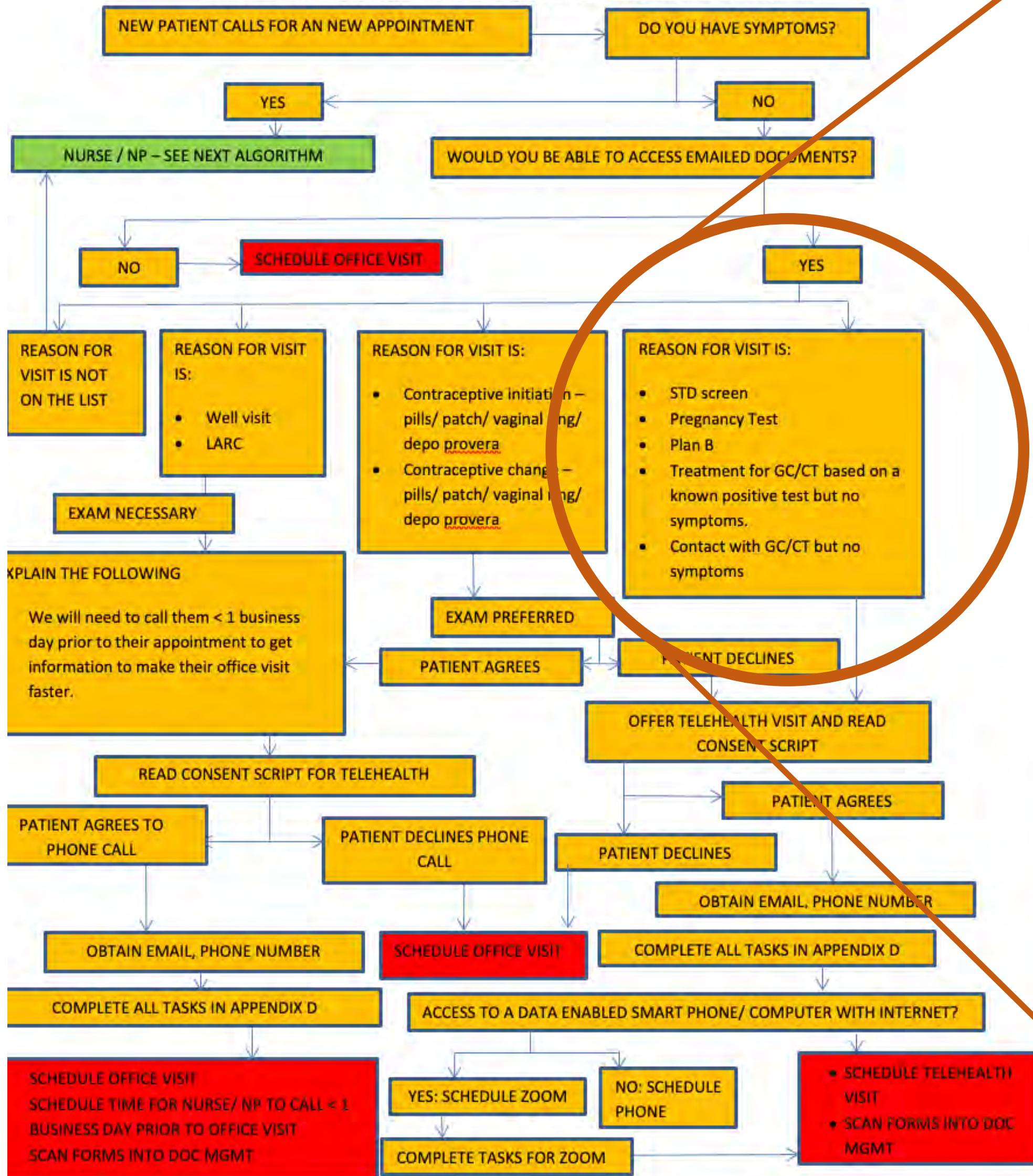
BTHC Processes

- Implemented telehealth to continue providing services while maintaining COVID-19 safety guidelines
- Continued to see patients in-clinic (expedited visits)
- Continued to see walk-ins

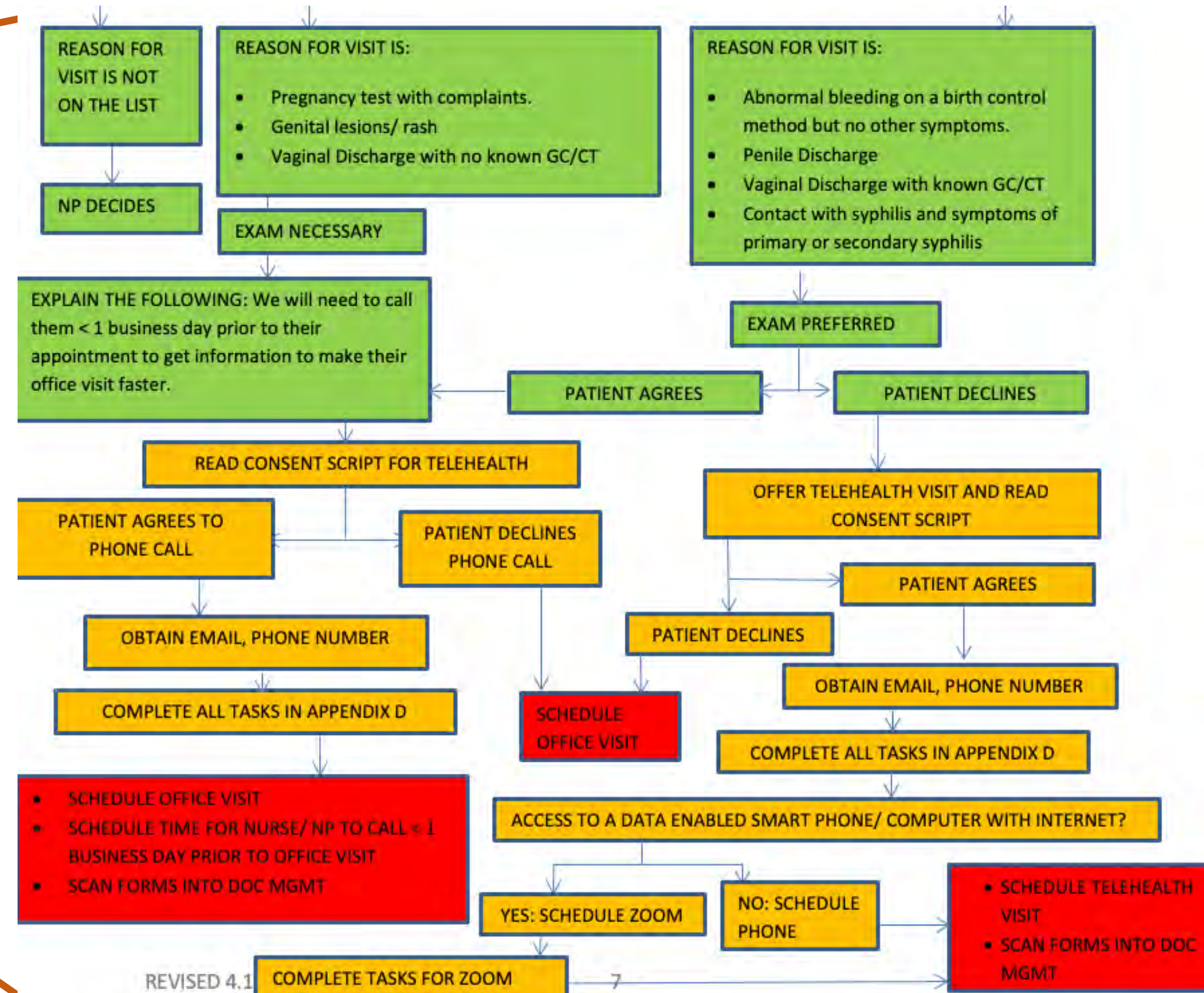
STI Testing Practices

- Telephone/Zoom prior to visit
- If symptomatic and exam was deemed necessary, expedited visit same-day or next-day
- If asymptomatic and no well exam needed, does not need an in-person clinic

**Appendix A. BAYLOR TEEN HEALTH CLINIC
 PROTOCOL FOR SCHEDULING OF NEW PATIENTS WITHOUT SYMPTOMS:
 Yellow = Scheduler (Any staff member), Green = Nurse/ NP, Red = End point**



Appendix B: BAYLOR TEEN HEALTH CLINIC
PROTOCOL FOR SCHEDULING OF NEW PATIENTS WITH SYMPTOMS:
 Yellow = Scheduler (Any staff member), Green = Nurse/ NP, Red = End point



REVISED 4.1 COMPLETE TASKS FOR ZOOM 7

STI Billing

- Addition of a telemedicine CPT modifier to billing procedures
- Documentation changes in EHR
 - Documenting consent and patient location in the EHR
- Proper documentation in the patient's medical file for conducting Telemedicine visits
 - Time NP/MD spent with patient
 - Telephone or Zoom

Adolescent-Focused Services

- Question of long-term sustainability (reimbursement)
- Privacy and confidentiality issues of telemedicine visits for adolescents and young adults
- Minors can still self-consent to STI services
- Patient access and utilization of telemedicine services
 - Technology (smart phone, computer, and internet)
 - Preference for in-clinic examination

Implementation of Telemedicine

- Development of telemedicine protocol and procedures: March 2020
- Pilot Phase 1: Established patients (1 week)
 - Training and Scale-up Phase 1 to clinic-system
- Pilot Phase 2: New patients (1 week)
 - Training and Scale-up Phase 2 to clinic-system
- Continuous training and feedback

Telemedicine Volume

- Approximately 15 – 20% of visits were completed as telemedicine visits (200 – 300 of an average of 1300 – 1500 visits every month)
- Of the remaining: Many other patients started as telehealth visits and were subsequently seen in clinic for completion of exam
- Pre-visit telehealth screening allowed face to face time to be significantly reduced

STI Screening and Positives

	Positives	Tests	
Positive (Mar - Aug 2019)			TOTAL TESTS = 22,514 TOTAL INFECTIONS DETECTED = 1559
Syphilis	137	4969	
HIV	17	4979	
Chlamydia	1025	6287	
Gonorrhea	380	6279	

	Positives	Tests	
Positive (Mar - Aug 2020)			TOTAL TESTS = 18,095 TOTAL INFECTIONS DETECTED = 1291
Syphilis	111	3974	
HIV	10	3965	
Chlamydia	787	5077	
Gonorrhea	383	5079	

17 % less infections detected in 2020 as compared to 2019

Discussion



Additional Resources

Implementation

- [AMA Telehealth Playbook](#)
- [ASTHO Resources for Implementing Telehealth](#)
- [CMS Toolkit](#)
- [National Consortium of Telehealth Resource Centers Toolkit](#)

HHS and CDC Dear Colleague Letters

- [STD Treatment \(April 6, 2020\)](#)
- [EPT update and clarification to April 6 letter \(May 13, 2020\)](#)
- [Test Shortage \(September 3, 2020\)](#)

Clinic Resources (Policies, Waivers, Fact Sheets, etc.)

- [HHS.gov COVID and Telehealth Guidance](#)
- [NCSD's COVID Command Center – Telehealth Resources](#)
- [NFPRHA Member Telehealth Strategies](#)

Additional Resources

Peer Reviewed Articles on Telehealth Implementation

- [*Virtually Perfect? Telemedicine for Covid-19*](#)
- [*Novel Coronavirus \(COVID-19\): telemedicine and remote care delivery in a time of medical crisis, implementation, and challenges*](#)
- [*Telemedicine — maintaining quality during times of transition*](#)
- [*The role of telehealth during COVID-19 outbreak: a systematic review based on current evidence*](#)

Past Webinars & Other Resources

- [*Best Practices for Telemedicine: The Provider and Patient Experience” \(past webinar and additional information\)*](#)
- [*“NCTRC Webinar – Telehealth and COVID-19” \(past webinar and slides\)*](#)
- [*Variations in Telemedicine Across the World: Q&A with Tiago Cravo Oliveira Hashiguchi \(Q&A Interview\)*](#)
- [*Patient Experience with Telehealth Services and Health Education*](#)

Save the Dates: ECHO Sessions

Only one more session this year!

Session 4: Program Goals & Measuring Success in STI Services Telemedicine

– Thursday, December 10, 2020; 1:00 p.m. - 2:15 p.m.

Save the Dates: Peer-to-Peer Sessions

Friday, December 4

11:30-12:30 pm CT

Thursday, December 17

11:30-12:30 pm CT

What are the peer-to-peer sessions?

- Discussion based on key topics following the ECHO sessions
- Opportunity to connect with colleagues and share successes and challenges
- *No CE offered*
- *More information will be emailed to ECHO participants*

Thank You!

Please complete the evaluation to receive CNE credit, and to help us improve future sessions.

<https://www.surveymozmo.com/s3/5764018/STI-Telemedicine-Technical-Assistance-ECHO-Series-Evaluation>

Session eligible for 1.5 contact hours.

Note: This link will also be emailed to participants within 24 hours of this session.