

## Session 3

### *Billing & Coding: Case Presentation*

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*Baylor Teen Health Clinics*



Baylor  
College of  
Medicine

# Baylor College of Medicine: Teen Health Clinic

## Sexually Transmitted Infection Services During COVID-19



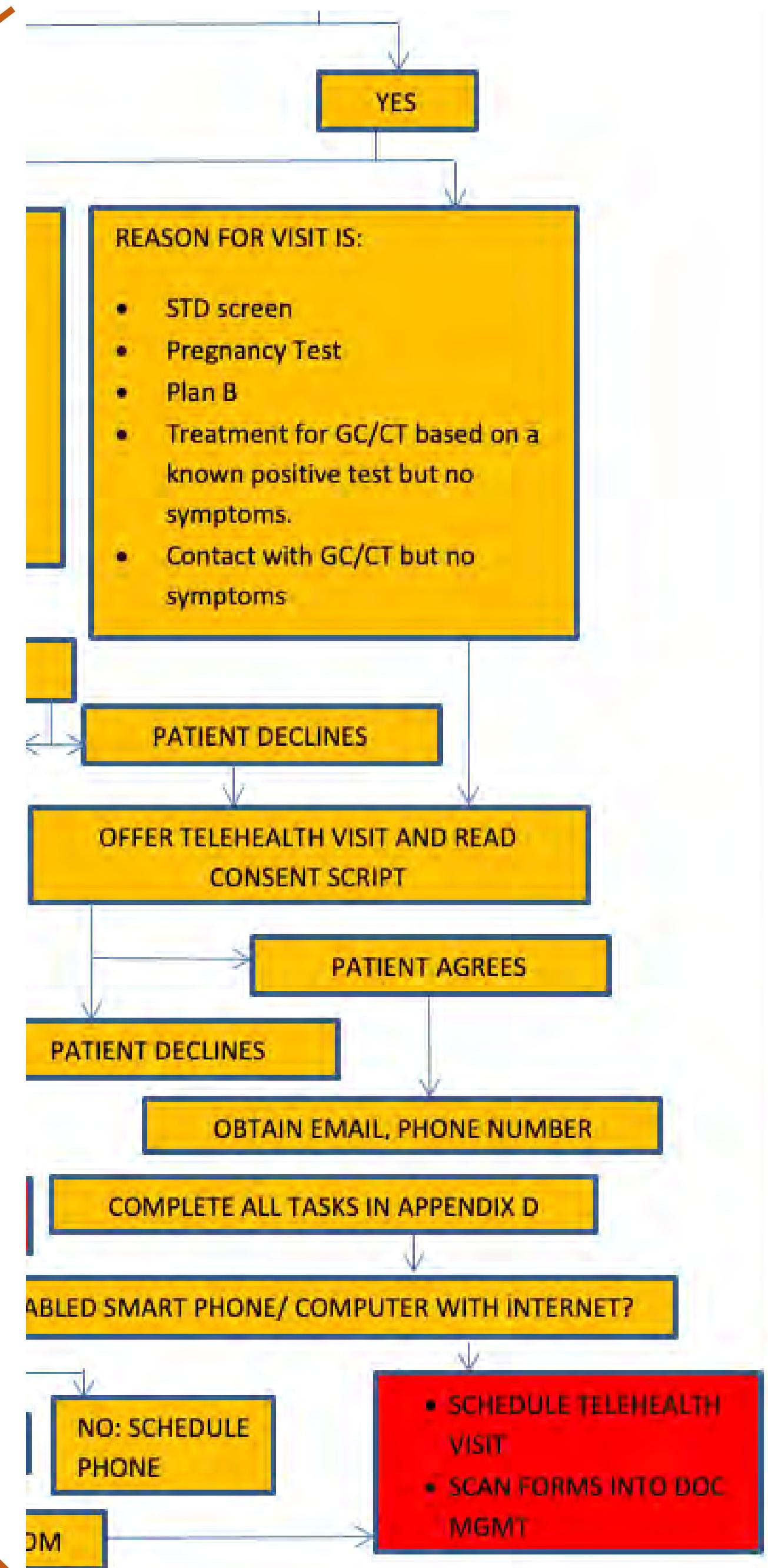
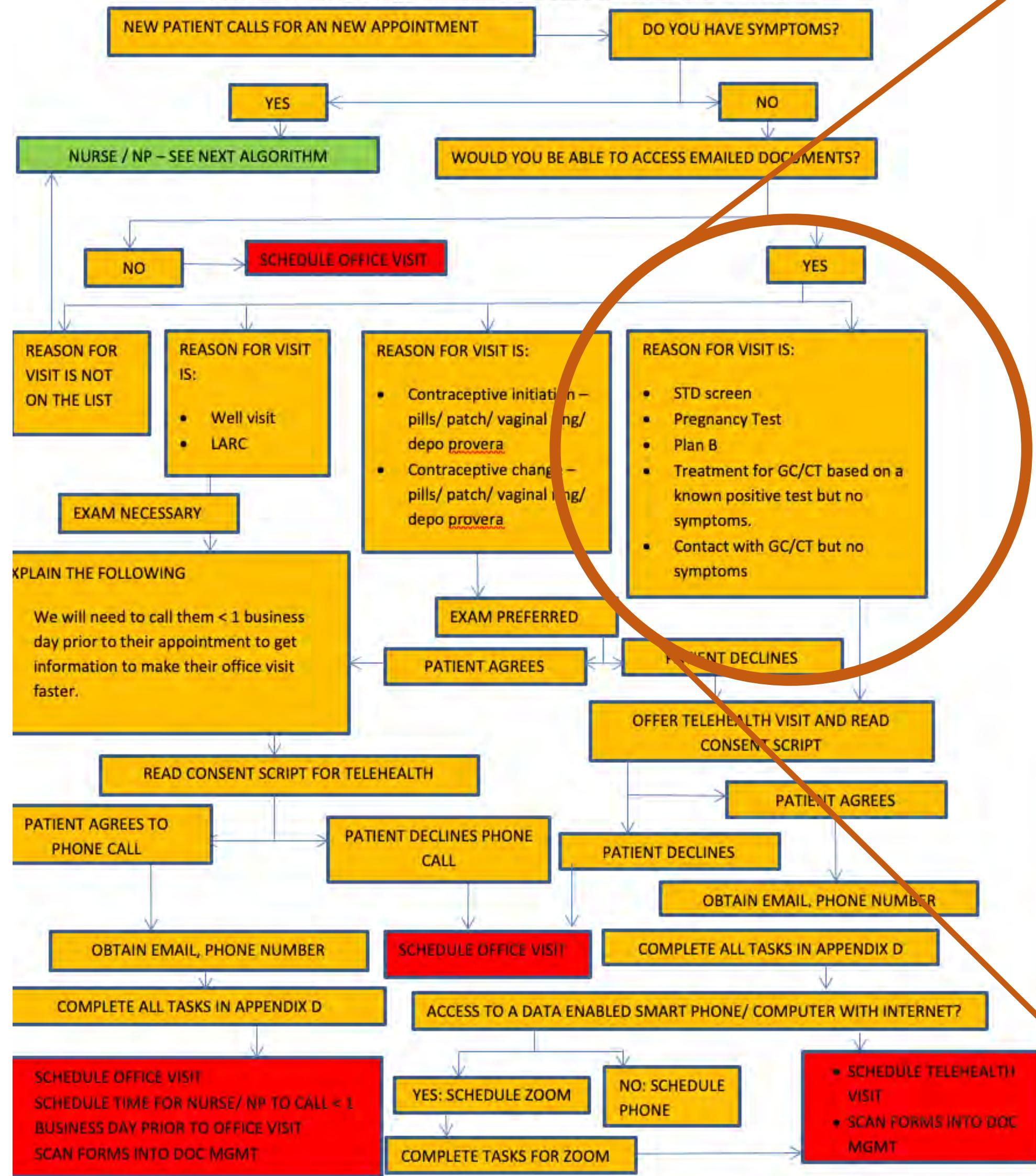
## BTHC Processes

- 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

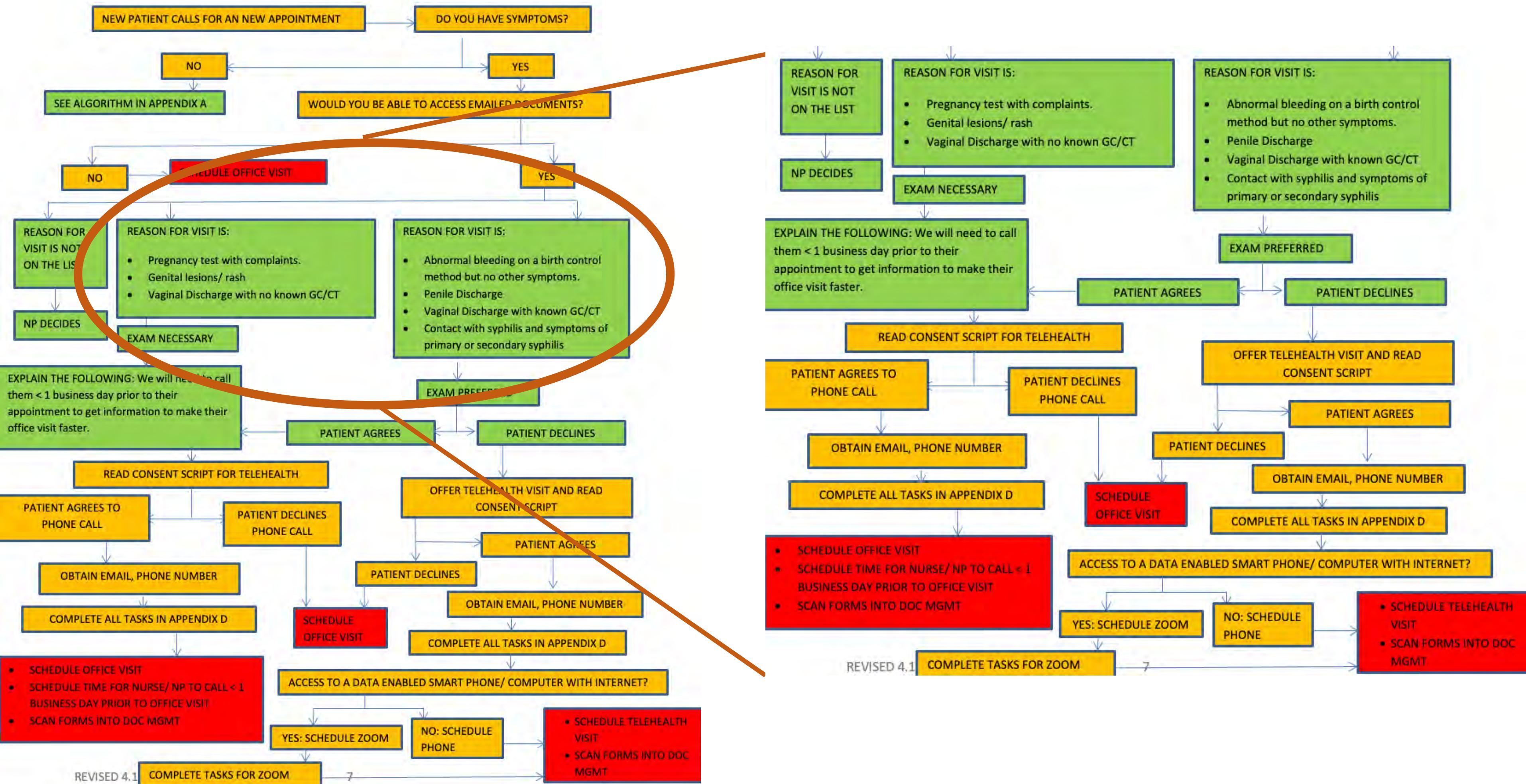


## Appendix B: BAYLOR TEEN HEALTH CLINIC

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**PROTOCOL FOR SCHEDULING OF NEW PATIENTS WITH SYMPTOMS:**

**Yellow = Scheduler (Any staff member), Green = Nurse/ NP, Red = End point**



## 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

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

<b>Positive (Mar - Aug 2020)</b>	<b>Positives</b>	<b>Tests</b>	
Syphilis	111	3974	<b>TOTAL TESTS = 18,095</b>
HIV	10	3965	<b>TOTAL INFECTIONS</b>
Chlamydia	787	5077	<b>DETECTED = 1291</b>
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**  
| 1:30-12:30 pm CT

**Thursday, December 17**  
| 1:30-12:30 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.surveymonkey.com/s/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.