

GENESIS

High-Performance Network

CMO Communication - March 18, 2020

Important Information About COVID-19

We have entered a challenging time in our nation's history. The pandemic that is COVID-19 has touched every aspect of our normal life. As physicians we are at the forefront of this, needing to care for our patients while also keeping ourselves safe. There are financial ramifications as well, which increase the anxiety level. At Genesis we are monitoring the situation and will provide you with as much support as we can during these trying times.



Helping Your Practice

As a practicing physician, my first thoughts went to providing guidelines for my clinic and my staff. My partners and staff at Neurology Consultants of Dallas developed a set of protocols addressing staff illness, patient scheduling/triage, and rooming protocols. I am sharing this with you in case you would find it helpful, but please feel free to customize it for your individual practice needs.

[LINK: COVID-19 Policy for Physician Offices](#)

Below is more important information related to COVID-19, your practice, and your work with Genesis Physicians Group. We ask for your engagement as we navigate through this difficult period for our community and the healthcare system. Our team remains available by phone, email, text, or fax to answer your questions. We continue to monitor the situation and will provide you timely updates accordingly.

You are appreciated,



Anna Tseng, MD
Chief Medical Officer

Telehealth, Telemedicine & COVID-19

Telecommunication options have gained major focus the last few weeks as a way to maintain continuity of care while practicing social distancing. Legislation has been created to help make this option more viable for physicians to immediately begin telehealth services.

The links below from the TMA and CMS have the latest updates regarding telehealth for Texas physicians, including specifics on billing procedures. Genesis will continue to monitor coding and billing procedures for telehealth encounters and will share updates as they become available. This is a rapidly developing and changing topic. Your coding newsletter this week will include ICD-10 and CPT codes to help you.

Some telehealth pearls to keep in mind:

- For CMS, reimbursement equal to standard office visit fees is possible via telehealth. CMS has waived several restrictions, including the geographical need, the established patient requirement, and the HIPAA approved audio-visual device requirement. See the FAQ link below from CMS for details. *This means that during the COVID-19 emergency, physicians can provide Telehealth services to CMS patients who reside in their homes, established or new, without the need to purchase special software (Skype or Facetime on personal devices is acceptable), as long as it is done in good faith.*
- Lower reimbursement telehealth procedure codes (\$14-\$40) may also be used for care of CMS patients, including Virtual Check-Ins done by phone (G2012) and portal/secure email interactions (99421-99423).
- Commercial Payers have not released specific guidance to confirm if they will also take similar measures to support telehealth, though we will update you as soon as we learn more.

Links for Telehealth Info:

[TMA Telehealth Link](#)

[CMS Telehealth FAQs](#)

Practice Coverage - If A Physician Is Ill

Please let Dr. Chris Berry (chris.berry@genesisdocs.org) know if you are interested in developing a practice/call coverage group. In the event that you become ill or will otherwise not be able to see patients, it would be reassuring to know that one of your fellow physicians could help out.

We are conceptualizing a "practice/call coverage hot-line" that you could utilize when needed. By volunteering to be in this group, you could be the giver or the receiver of the

coverage depending upon the circumstances.

If A Patient Requires Emergency Evaluation

Emergency rooms are requesting that patients call ahead before coming so that they can be properly triaged without potentially contaminating others. Please see the attached list of some of our area ER phone numbers to aid referrals that you may have. Please refer judiciously. Patients with mild symptoms will likely be sent home and not get COVID-19 testing at this time.

[LINK: ER Resources for Potential COVID-19 Cases](#)

GPG Population Health Support

In effort to protect both you and your staff, as well as the Genesis staff members, we will be restricting face-to-face visits with your practices. Below, you will find details from the various Genesis team members that you have come to rely on as you participate in Genesis ACO contracts:

Performance Improvement Staff Support:

Your Genesis Performance Improvement staff will continue to support you remotely with phone calls, emails, and video conferences. Your PI will send you specific details and contact you for scheduling. Additional services we will be providing include:

- Emailing Quality & Utilization Performance Reports and related materials with a request for a follow-up phone call/video conference discuss questions.
- Continue Quality Care Gap audits for those practices for whom we have remote access to the EMR.

We are **highly** encouraging those who have not provided remote EMR access to please do so we can work on your behalf to support your contract performance.

Care Management Staff Support:

Your Genesis RN and LVN Care Management staff will continue to call high-risk patients for all physicians who have provided consent previously.

Genesis is developing a GHPN Hotline Telephone number to receive your calls requesting Nurse Care Management.

The Genesis Population Health Management Health IT software will continue to provide daily updates for all patients that are admitted, discharged or transferred from local/regional acute care hospitals. Additionally, patients at high risk of hospitalization will

be identified and contacted to assist in medical management as well as social determinant of health needs.

Coding Education Team Support:

Your Genesis Coding Education Specialist will continue performing Risk Adjustment coding audits for those practices who have provided consent for remote EMR access.

We are **highly** encouraging those who have not provided remote EMR access to please do so we can work on your behalf to support your contract performance. Services we will be providing include:

- Email or fax the Risk Adjustment coding audit results **and** scheduling of telephone calls, and/or video calls, to review Audit results with you and/or designated staff.
 - Continue to develop updates and email the Genesis E-Coding Newsletter.
 - Remain available by phone, email, text, or fax to answer PCP questions.
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