

# How Can I leverage Azalea during the COVID-19 Pandemic

With the Coronavirus outbreak, patients are fearful to visit a healthcare environment. Azalea Health would like to offer advice on how you can leverage Azalea Health to encourage your patients to keep engaged when seeking treatment.



# Register and Encourage Patients to use Patient Portal

**Simple to enroll:** All that is needed is a valid email address.

**Patients can log into Patient Portal from computer or MyHealthSpot App from Mobile Device**

- Free and Easy to Download and use
- Search MyHealthSpot


**From the Patient Portal, Patients can securely:**

- Send / Receive Messages
  - Message Medication Refill Requests
- Update Demographics
- Update Insurance
- Request Appointments
- View Released Charts
- View Released Results
- View Released Documents
- View / Complete / Sign Handouts
- View Balance Summary
- Pay Bill Online
- Join Telehealth Visits

Staff Members can easily review all appointment, Demographic, Registration, and Insurance Patient portal requests and approve or deny.

Ask the patient for an email address to enroll by phone while they are scheduling an appointment or waiting during screening.

## Create Clear Messaging to your Patients on your COVID-19 Plan through multiple channels:

- From the Messaging System, send a secure message to all your Patient Portal Users
  - Customize Patient Portal Settings and Emails that are sent to Patients
  - Allow Patients to Self Register as New Patients
  - Send a message to all patients that are registered for the patient portal by composing an internal message:
  - Make updates to your Appointment Reminder Scripts
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# Utilize Telehealth Visits vs Face to Face Office Visits

- FREE during COVID-19 pandemic
- Market this option to your Patients (see resources below)
- The patient can connect to a Telehealth visit via mobile app, computer, or link generated to the patient via email.
- The visit can be recorded and it is saved directly to the patient record.
- Use Telehealth visits for any type of visit that does not require face to face interaction.
- You may consider limiting certain office hours for the elderly and designating certain office hours for Telehealth.

## Telehealth Outside Resource Links

**\*\*Note:** these resources could change daily. Make sure to review constantly.

- [Expanded Medicare Telehealth Reimbursement Fact Sheet](#)
  - [Medicare Telehealth Frequently Asked Questions \(FAQs\)](#)
  - [Telemedicine Guidance Provider Manual \(GA\)](#)
  - [Telehealth State Law and Reimbursement Guidelines](#)
  - [AAPC Telehealth Documentation Requirements](#)
  - [CMS Approved Telehealth CPTs](#)
  - [Telehealth FAQ For RHCs](#)
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# Patient Portal and Telehealth FAQ's

## ***What are the technical requirements for TeleHealth Visits using Azalea?***

- The Practice/ Provider can launch a telehealth visit via MyPractice mobile App from an Ipad or Mobile Device. Patients can launch a telehealth visit from the patient portal on a computer or MyHealthSpot App from an Ipad or Mobile device.

## ***What type of Visits should be done by Telehealth?***

- Follow up visits, medication management, chronic disease management, lifestyle coaching, Sharing Test Results, colds, allergies, general health questions, pediatric fever or advice, rashes, etc.
- In order to be screened for COVID-19, some patients need to have permission by a provider to be screened. Telehealth is a great first step for them to be screened for this order. If the Patient symptoms qualify for the order, the Patient specimen must be collected by a HealthCare provider and sent to lab.
- Patients might be able to use their days at home to do their annual wellness visit over telehealth.

## ***Does the Patient have to have portal access to join a Telehealth visit?***

- No, an invite can be sent to the patient via email and they can join from the email link.
- However, we do encourage you to enroll patients in the portal to have access to all other communication methods.

## ***What additional Setup In Azalea is required to utilize the Telehealth?***

- Add A New Location with Place of Service 02
- Add Appointment Reason with Telehealth Meeting Type
- If you would like for your patient's to be able to request Telehealth Appointments via portal, adjust your provider settings to Enable Telehealth appointment requests.
- Add necessary codes to your fee schedule

# Patient Portal and Telehealth FAQ's

## ***What is required in documentation for Telehealth Visits?***

Providers should be aware that documentation requirements for a telehealth service are the same as that required for any face-to-face patient encounter, with the addition of the following:

- A statement that the service was provided using telemedicine;
- The location of the patient;
- The location of the provider; and
- The names of all persons participating in the telemedicine service and their role in the encounter

## ***What is required for Billing Telehealth on Claims?***

- Office visit codes
- Location: Physical location of rendering physician (distant site)
- Place of Service Codes: (02) designated for Telehealth
- Tip: Create separate Location for Telehealth with defaulted POS 02 in Azalea Health system

## ***Are Modifiers required?***

- You will want to Review specific Insurance billing guidelines regarding specific modifier usage (Example: GT, 95) . Medicare no longer requires telehealth specific modifiers
- We recommend you utilize Encounter Billing Alerts to remind billers of correct modifier usage

## ***Do you have Telehealth templates?***

- Yes, you can import template TELEHEALTH VISIT from our Template Library

# Patient Portal and Telehealth FAQ's

## *Can a Patient Schedule an Appointment From the Patient Portal?*

- Yes, you will want to review your setup under settings> patient portal along with settings> rendering provider.
- Based on your settings, your patients can login to the patient portal and request an appointment via the mobile application or computer

## *What Information can be released to the patient portal for patients to view?*

- Practices can release signed charts, lab results, documents, and handouts to the patient's portal

## *Is there a difference in a Telehealth, Virtual Check-In Visit, and a E-Visit?*

- Yes; See below

Type of Service	What is the Service?	HCPCS/CPT Code	Patient Relationship with Provider
<b>Medicare Telehealth Visits</b>	A visit with a provider that uses telecommunication systems between a provider and a patient.	Common telehealth services include: <ul style="list-style-type: none"><li>• 99201-99215 (Office or other outpatient visits.)</li><li>• G0425-G0427 (Telehealth consultations, emergency department or initial inpatient)</li><li>• G0406- G0408 ( Follow-up inpatient telehealth consultations furnished to beneficiaries in hospitals or SNF's)</li></ul> For a complete list: <a href="https://www.cms.gov/Medicare/Medicare-General-Information/Telehealth/Telehealth-Codes">https://www.cms.gov/Medicare/Medicare-General-Information/Telehealth/Telehealth-Codes</a>	For new* or established patients.  *To the extent the 1135 waiver requires an established relationship, HHS will not conduct audits to ensure that such a prior relationship existed for claims submitted during this public healthy emergency.
<b>Virtual Check-In</b>	A brief (5-10 minutes) check in with your practitioner via telephone or other telecommunications device to decide whether an office visit or other service is needed. A remote evaluation of recorded video and/or images submitted by an established patient.	<ul style="list-style-type: none"><li>• HCPCS code G2012</li><li>• HCPCS code G2010</li></ul>	For Established Patients.
<b>E-Visits</b>	A communication between a patient and their provider through an online patient portal.	<ul style="list-style-type: none"><li>• 99431   • 99423   • G2062</li><li>• 99422   • G2061   • G2063</li></ul>	For Established Patients.

# Additional Resources

## Patient Portal

- [Enrolling Patient in patient portal](#)
- [Registering for the Portal as a Patient](#)

## Telehealth

### • Practice Resources:

- [COVID-19 Telehealth Website Landing Page](#)
- [How to import chart templates from Library](#)
- [Scheduling a Telehealth Visit](#)
- [Inviting Patient to Telehealth visit via Email](#)
- [Join a Scheduled Telehealth Meeting](#)

### • Patient Resources:

- [How to join your scheduled Telehealth Appointment from the myHealthspot mobile app](#)
- [MyHealthSpot](#)

## Settings

- [Managing Patient Portal Preferences Setting](#)
- [Patient Portal Email Customization Setting](#)
- [Patient-Portal-Appointment-Request-Settings](#)

- [Documenting-a-Telehealth-Visit](#)
- [Provider: How to Join a scheduled telehealth meeting](#)
- [Telehealth-Messaging-Chat](#)
- [Recording-a-Telehealth-Visit](#)



# AZALEA TELEHEALTH

Manage your health with  
Azalea's Telehealth solution!

## WHAT IS TELEHEALTH?

With Azalea Health's organically integrated Telehealth solution, Providers can easily engage with patients or other care professionals using a secure, HIPAA-compliant video call on a mobile device from virtually anywhere.

## INNOVATIVE INTEGRATION

## CONTACT US

If you experience issues while trying to connect to your appointment, you can reach out to the Azalea Health Support Team for help.

877-777-7686 ext. 3

Hours of Operation:  
Monday - Friday, 9:00 AM - 5:00 PM  
EST





To join a Telehealth session via mobile app, you will need to download myHealthspot™ from your phone's app store.

From the myHealthspot™ app you will be prompted to Login using your Patient Portal credentials. Once you are logged into your account, see the following steps:

1. Select 'Appointments' from your patient record Dashboard
2. Select your scheduled Telehealth Appointment from the Upcoming Appointments list
3. Click the 'Join Meeting' button
4. You will now be directed to your Telehealth Appointment video conference
5. Follow the subsequent prompts to enable microphone and camera access on your device



## PATIENT PORTAL (PHR)

To join a Telehealth session via your Patient Portal (PHR), you will need to ensure you have an account setup through your Provider's office.

Once you are logged into your account, see the following steps:

1. Click on the "Portal" tab
2. Click the phone icon next to the Telehealth appointment
3. Allow Azalea Health to access your camera and microphone
4. Click "Join Meeting"



## REQUIREMENTS

A Patient Portal (PHR) and/or myHealthspot™ account through your Provider's office.

Google Chrome web browser to sign in to your Patient Portal account online.

A microphone and/or webcam, depending on what your Provider has recommended.

A secure internet connection.