

5 Documentation Tips to Get Reimbursed for Telemedicine Services

1 USE EXACT NUMBERS WHEN DOCUMENTING TIME SPENT

For example, note that you spent 22 minutes with a patient instead of rounding down or saying "more than 20 minutes".

2 NOTE WHETHER A VISIT IS AUDIO & VIDEO OR AUDIO ONLY

Different codes are used for audio & video visits than for audio only. Including this in your documentation will help your coders bill correctly.

3 INCLUDE EXACT DATE OF YOUR LAST VISIT WITH THE PATIENT

Date of last visit is a factor in choosing which code to bill. Including exact information will help your coders bill correctly.

4 OBTAIN AND INCLUDE A RECORD OF CONSENT FOR A TELEMEDICINE VISIT

Verbal or written consent to a telemedicine visit is required. If you don't have written consent, you should document that verbal consent was obtained.

5 INCLUDE PROVIDER TIME SPENT BEFORE, DURING, AND AFTER THE PATIENT VISIT

Providers may spend time before and after the patient visit reviewing records and interpreting test results. Include this time in your total time spent as long as it occurred on the same day as the visit.