

COVID-19 Clinician Update
Thursday, April 30

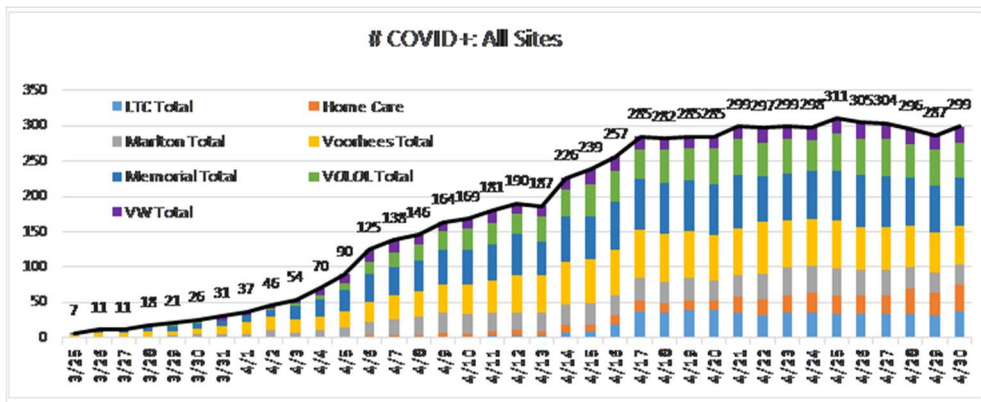
QUICK STATS

Virtua hospitals have successfully discharged **572** COVID/PUI inpatients.

Virtua has conducted **9,663** COVID tests through 4/29.

The following charts reflect the latest figures for statewide and Virtua-site cases of COVID-19 and related response efforts.

NEW JERSEY		VIRTUA HEALTH		Data Snapshot
New Cases	2,388	Total Cases*	299 (+12)	* Virtua cases include hospitals, home care and long-term care.
Total Cases	118,652	Rule Outs/Patients Under Investigation (PUIs)	97 (-4)	**Hospital COVID/PUI discharges in NJ replaced recovered as a new metric to share on our path to recovery. Number is based on 24 hours prior to 10PM on 4/29.
New Deaths	458	COVID-19 % of Census	38%	
Total Lives Lost	7,228			Source: Department of Health New Jersey COVID-19 Dashboard
Hospital Discharges**	514			



Locally, in the tri-county area, there have been a total of 323 deaths, as of 1 p.m. on April 30. The total number of cases are as follows:

- Burlington County 2,690
- Camden County 3,519
- Gloucester County 1,251

Testing Center Update

In our last issue, we noted the opening of a new Virtua testing site, now located at 2600 Mt. Ephraim Avenue and operating weekdays from 12 noon until 4 p.m. This was a relocation of from the Cooper's Poynt location on the Camden waterfront, a joint venture among Virtua, Cooper and Camden County. As an update, the Cooper's Poynt site will remain open until tomorrow, and on Monday, May 5, it will reopen in a *new location* at the Dudley Grange Park at 3101 Federal St., in Camden. It will operate from 8:30 a.m. to 4 p.m., Monday through Friday. Both the Mt. Ephraim Avenue and Federal Street sites will serve Virtua, Cooper and CamCare patients from Camden County. The purpose of these changes is to ensure that Camden City residents have access to testing resources within their own community.

Next VPP/LHS Health Network Webinar May 5

Just a reminder that there will be no webinar this evening. Webinar #12 will take place Tuesday, May 5 at 6 p.m. A reminder and invitation is forthcoming and will include Skype details.

Uninsured Program Portal

To help pay claims for testing and treatment of uninsured patients with COVID-19, the U.S. Department of Health and Human Services has launched an [Uninsured Program Portal](#). Through the portal, practitioners can electronically file for reimbursement of costs for uninsured patients. Claims may be made for services provided on or after February 4. Rates are mostly reimbursed at Medicare rates and are subject to available funding. To participate, clinicians must attest that they checked for coverage eligibility, confirmed the patient is uninsured and will accept the program's terms and conditions. The sign-up period and on-demand training for the program began earlier this week.

Telehealth Billing Tips

As more practices and patients are embracing telehealth services, Virtua's Director of Digital Health, Elliott Wilson, MBA, PMP, has developed the following tips and resource links related to telehealth waivers for medical practices.

- When making claims, be sure to document consent. Do not assume that consent is implied by the nature of the visit. This effort will also help to make sure the patient is aware the visit will be billed to their insurer. When documenting consent, be sure to:
 - Include your review of the benefits, risks and alternatives to telemedicine with the patient
 - Include that your solution is HIPAA compliant or otherwise taking advantage of the waivers from the federal government
- Make sure to document the modality of the encounter (e.g., phone, video, etc.)
 - Different modalities will require different Place of Service (POS) codes and/or modifiers attached to the billing code
 - For Medicare billing, include POS 11 (Office Location) and the 95 modifier
 - For commercial billing, the codes will depend on the payer. Wilson recommends reaching out directly to payers for specific guidance. (See list below.)
 - Some insurers use POS 2 without a modifier
 - Others use POS 11 with GT or GQ modifier
- Time Spent versus Medical Decision Making (MDM)
 - Many telemedicine encounters can be either MDM or time-based

- For time-based encounters, at least 50 percent of time must be consultative and/or coordinating care
- New Patient Encounters
 - New patient encounters require an exam
 - Clinicians will likely only be able to get to a 99202 due to limited exam capability
 - Depending on complexity and time spent, one could establish patient at a higher level

Telehealth Billing Links

- [NJ Medicare Carrier](#)
- [Aetna](#)
- [Horizon](#)
- [UHC/Oxford](#)
- [Cigna](#)

Honoring the Patient Experience

Patient Experience Week, April 27 – May 1 is a dedicated time of the year to celebrate accomplishments, reenergize efforts, and honor colleagues who display empathy, compassion, and care for patients, families, and fellow colleagues.

At Virtua, the experience truly is part of the care we deliver. There is no better time than now to celebrate those influencing the patient experience. One such program is our Angel Team. This systemwide program infuses technology and people — caring and communicating — with COVID-19 patients.

The program started with a discussion among colleagues who wanted to do something for our COVID-19 patients unable to see their loved ones because of visitation restrictions. Lead by our quality directors, the Angel Team started with two iPads for each hospital and quickly grew in one week's time to additional iPads and more Angels. Courtney Foody, director of Quality Management at Virtua Memorial Hospital shared that being able to connect patients with their loved ones has brought a ray of sunshine into a dark and gloomy time. Courtney said, "One patient, who was nonverbal with the staff for days, heard the sound of her daughter's voice and she grew excited and was able to nod her head appropriately for her daughter. Seeing the love and joy on this patient's face because she could see her daughter made me proud to be a nurse." COVID-19 patients enter the hospital alone and scared and by being able to serve as that connection with their families, the Angel Team is taking care of patients in the best possible way — by placing the patient and family at the center of care.

Virtua's Growing Online Community

As people spend more time at home, they are also spending more time online. For many in our area, Virtua has become an important source of news, information, and hope, and we see this as our number of social media followers continues to grow. Since March 1, we have welcomed more than 1,600 new followers to our public-facing social media accounts — our largest spike in growth since we celebrated "Day One" with Lourdes.

We thank all of our colleagues and clinicians who have become Virtua social media ambassadors by liking and sharing our content with their circles of friends. Your support helps other people in our community find us and connect with all of the important work being done during this time.

To be part of the online experience, here are links to Virtua's social media channels.

- [Facebook](#)
- [LinkedIn](#)
- [Twitter](#)
- [Instagram](#)

Virtua is Here for the Community

Virtua's Mobile Food Access team recently reached a significant milestone. In just five weeks, the team distributed over 4,000 FREE bags of produce and staple non-perishables — totaling over 21,000 pounds — throughout the community.