Virtua Health

Coronavirus Updates for Virtua Health Affiliated Practices

Webinar #11

Updated 4/28/2020

Agenda & Panelists

- Introductions
- Latest Numbers
- Are We Peaking?
- High Risk Patient Outreach Update
- Telehealth Billing
- Follow up of COVID + Patients Discharged from Virtua ED and Hospitals
- News You Need to Know
- Q & A

Panelists:

Andrew Cohen, MD	Medical Director VPP, LHN
Tarun Kapoor, MD	President, VPP
Elliott Wilson	Director, Digital Health
Erin Merendino	Director, Coding
Gina Pimentel, MSW/LSW	Manager, Social Work

Leadership Support on the Call:

Donna Antenucci, RN	VP CIN, President LHN
Rachael Perritt, Pharm D	Mgr. Amb. Clinical Pharmacy
Judy Low, RN	Manager, Care Coordination
Kevin McCrea	Director, Analytics
Erica Schetter	Director, Provider Relations
Carol Lynn Daly	Director, Comm. & Marketing
Fran Germano-Yucel	Manager, Accounting

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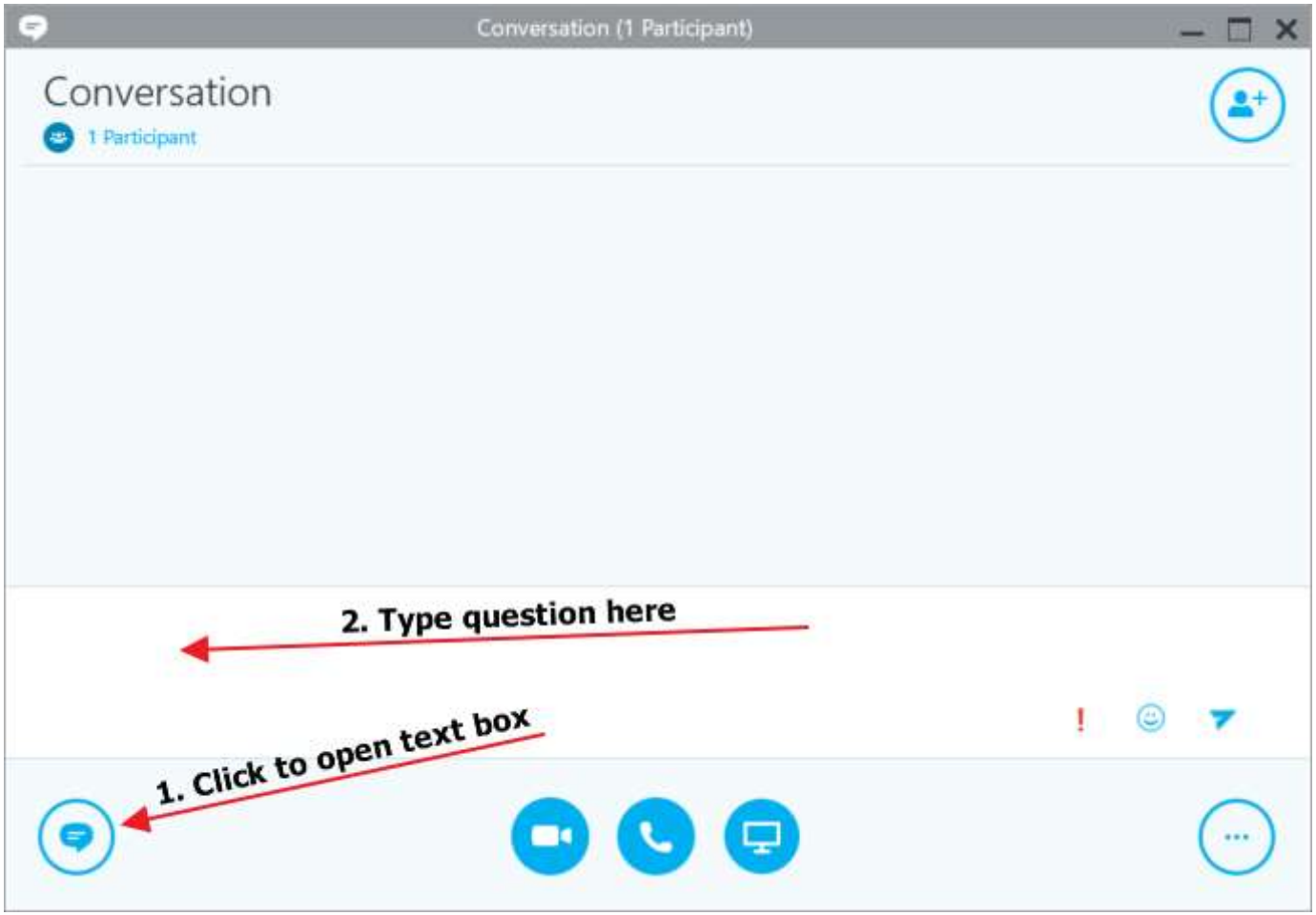
Best Way to Ask a Question



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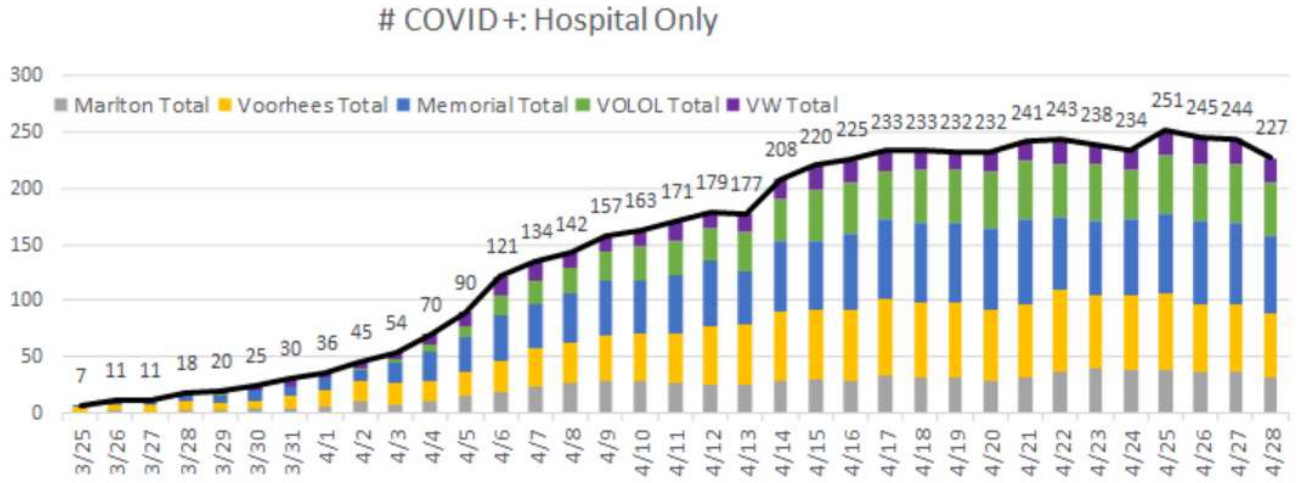
Latest Covid Numbers

Date	Global	National	State	Regional	Area SNFs	Virtua
4/16 (Webinar 10)	2,078,277	639,664	71,030	3,430	335	225
4/28 (Webinar 11)	3,061,521	988,490	111,188	6,642	938	227
% increase since last meeting	47%	55%	57%	94%	180%	+ 2



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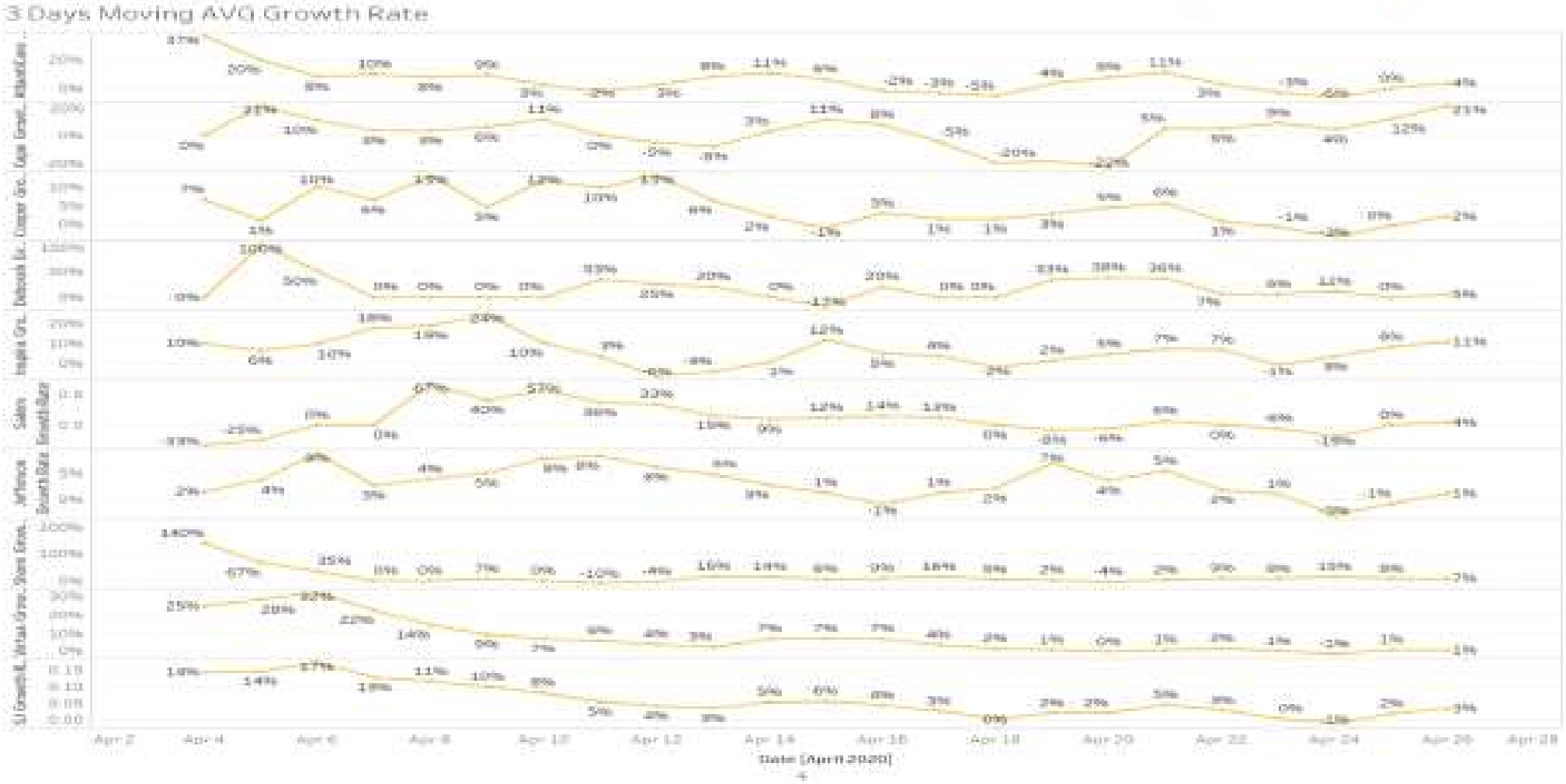
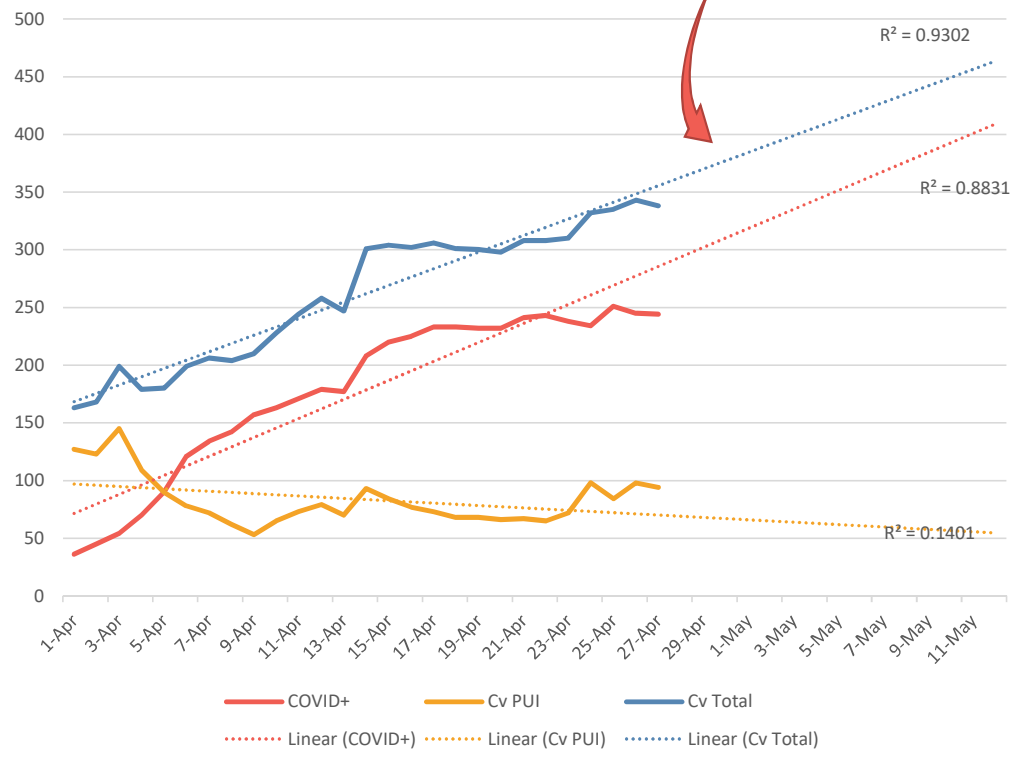
SJ Covid-19 Hospitalization Growth Rate Based on 3 days Moving Avg.

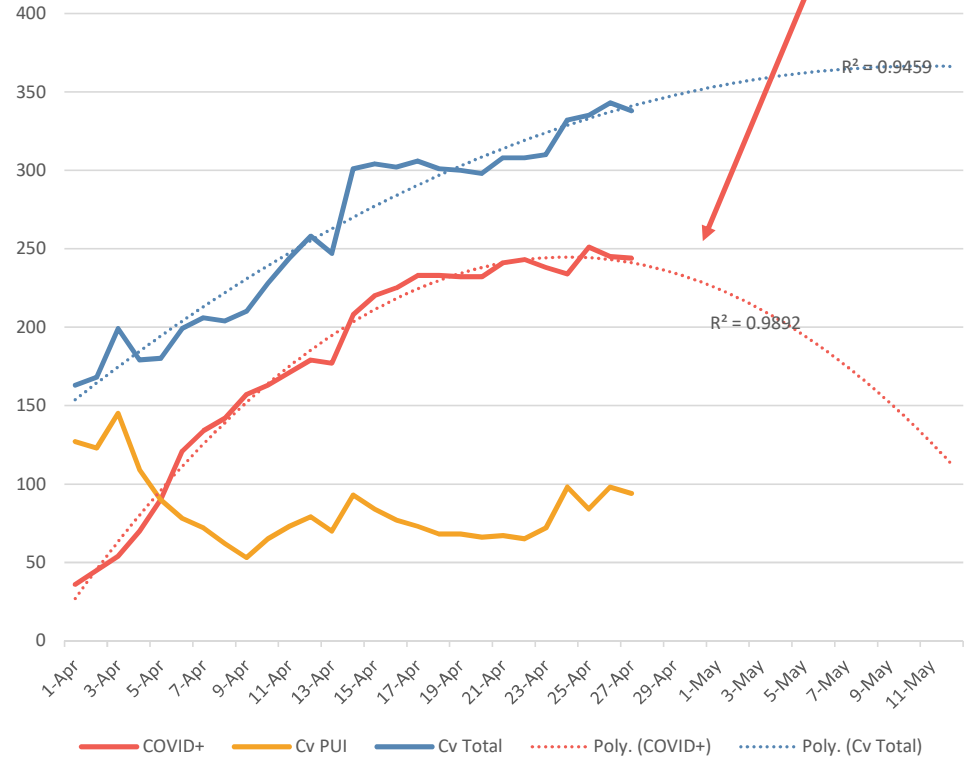


Virtua Internal Trends

Linear trendlines assume endless growth



Polynomial trendlines can detect a peak



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High Risk Patient Outreach Update

Population and Tactics

We will be managing 33.9% of high risk >65 yr old lives in South Jersey PLUS the 50-64 Employees/Dependents with Multiple CC

Care Coordination Initiatives for High Touch Cohort			
	Major Initiatives to be completed by Care Coordinators		
1	Ensuring 90 day **med supply**/home delivery		
2	Assessing for **food** insecurity	→	*Food Insecurity (if applicable)*
3	Clinical pharmacy touch point **(Med rec, fall risk, medication concerns)**		Develop in home food delivery process (vs pick up centers)
4	Make sure patients have scheduled appt upcoming with provider via **telemedicine**		Transform Bistro into meal planning for delivery/pickup
5	**Polst** forms completed		Partner with community restaurants that are hurting for business
6	Mental Health Screning - PHQ2/9, GAD 7		
7	Use **COVID-19 screeening** questions and directives to assess current clinical status/risk		
	Major Initiatives to be completed by Virtua		
8	Use marketing to help teach patients cures for social isolation (how to use Skype, FT, Facebook)		
9	Set up Jabber for all care coordinators		
10	Change Webinar Series from informational to Action-specific		
11	Continue to maintain excellent clinical quality - set up mobile mammogram, stool card process		

Results

as of End of Day Monday 4/27

Status	Count	%
Touch Complete	**2060**	**53.49%**
Unreachable - No Answer	**1161**	**30.15%**
Unreachable - Wrong Number	**380**	**9.87%**
Patient Declined	**129**	**3.35%**
Not Assessed Yet		
Not Assessed Yet	91	2.36%
(blank)	7	0.18%
Facility Resident	**12**	**0.31%**
Unreachable - Complete	**8**	**0.21%**
Deceased	**3**	**0.08%**
Grand Total	**3851**	**100.00%**

PCP Follow up	Count	%
Appointment Scheduled	526	26.00%
Patient Refusal	501	24.77%
Visit Complete	996	49.23%
Grand Total	**2023**	**100.00%**

Supportive Care Referral	Count	%
Not Wanted/Needed	1958	94.04%
Referred to Lynn/Shakera	124	5.96%
Grand Total	**2082**	**100.00%**

Food Insecurity Response	Count	%
No Food Issues	**1926**	**94.41%**
Food Issues	**114**	**5.59%**
Grand Total	**2040**	**100.00%**

Clinical Pharmacy Followup	Count	%
No	1959	97.37%
Yes	53	2.63%
Grand Total	**2012**	**100.00%**

Telehealth Billing

Telehealth Billing Key Concepts

- Make Sure to **Document Consent**
  - 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 Modality** of the Encounter (Phone, Video, etc)
  - Different modalities will require different Place of Service (POS) codes and/or modifiers attached to the billing code
  - Medicare – POS 11 (Office Location) + 95 Modifier
  - Commercial – Dependent on Payer
    - Some using – POS 2 without a modifier
    - Others using POS 11 with GT or GQ modifier
    - Recommending reaching out directly to payers for specific guidance

- **Time Spent vs. Medical Decision Making** (MDM)
  - Many telemedicine encounters can be either MDM or time based
  - For time based at least 50% must be consultative and/or coordinating care

- **New Patient** Encounters
  - Requires an exam
  - Will likely only be able to get to a 99202 due to limited exam
  - Depending on complexity and time spent, could establish patient at a higher level

Telehealth Waivers Still In Effect

- CMS waivers for geographic and originating site restrictions (Established patients only)
- HIPAA waivers for non-compliant systems like Google Duo/Face Time/Doximity

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Helpful Telehealth Billing Links

- NJ Medicare Carrier
  - https://www.novitas-solutions.com/webcenter/portal/MedicareJL/pagebyid?contentId=00224506
- Aetna
  - https://www.aetna.com/health-care-professionals/provider-education-manuals/covid-faq.html#acc_link_content_section_responsivegrid_copy__responsivegrid_accordion_9
- Horizon
  - https://www.horizonblue.com/coronavirus-2019
- UHC/Oxford
  - https://www.uhcprovider.com/en/resource-library/news/Novel-Coronavirus-COVID-19.html
- Cigna
  - https://www.cigna.com/coronavirus/

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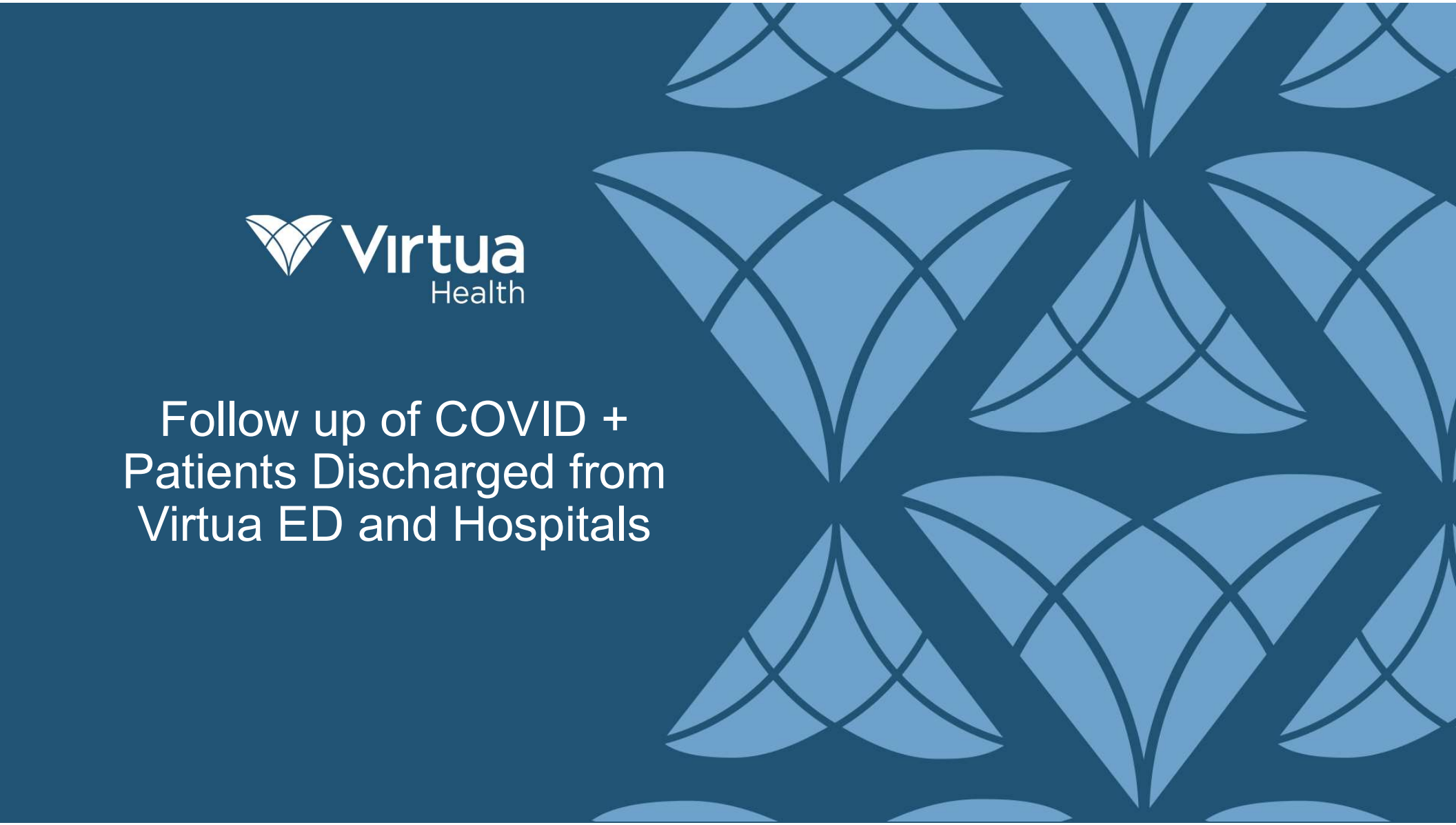
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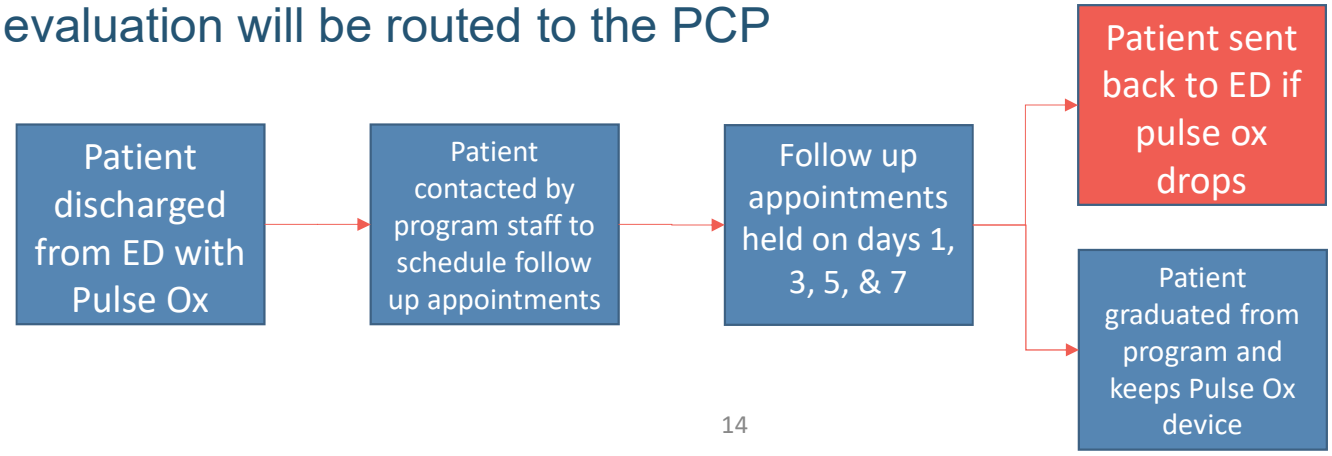
Follow up of COVID +
Patients Discharged from
Virtua ED and Hospitals

ED Discharge Respiratory Monitoring Program

Program begins Monday, May 4

- For discharges with mild-to-moderate COVID-19 symptoms
- Patients will be given pulse oximeters to monitor silent hypoxia
- Follow up appointments will be scheduled with a dedicated team of providers to review and monitor oxygenation levels
- Patients that decompensate will be referred back to the ED
- Program enrollment information will be included in the CCDA
- Each evaluation will be routed to the PCP



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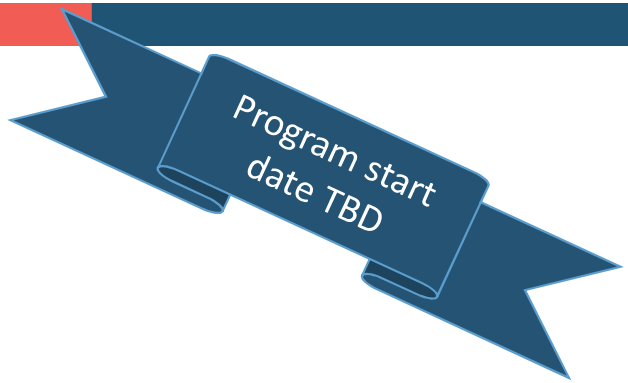
Inpatient Discharge of Virtua Covid Positive Patients



- *For a portion of discharges admitted with COVID-19*
- Patients will be given kit with full Remote Patient Monitoring capabilities
- Follow up appointments will be scheduled with a dedicated team of nurses and clinicians to review and monitor progress
- Patients that are decompensating will be evaluated as needed
- Goal is
  - 35 Remote Monitoring “outreaches” with nursing support
  - 5 scheduled “Extensivist” clinician follow ups
  - Discharge back to the PCP on day 28

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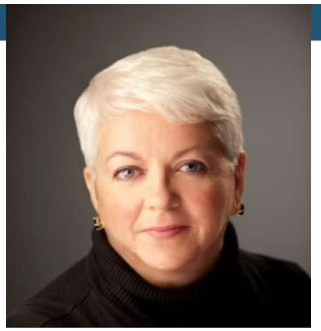
News You Need to Know

… From CarolLynn Daly



- New Testing Site opens tomorrow
  - Expansion of upon Virtua's testing center collaboration with Cooper.
  - Starting tomorrow (April 29), Virtua is relocating the Camden City testing site from Cooper's Poynt, 801 Delaware Avenue, to 2600 Mount Ephraim Avenue
  - Cooper's Poynt will remain open and staffed by Cooper clinicians.
  - Both sites agree to test each other's patients
  - Both drive-thru sites open to Camden county residents, by appointment, who have symptoms and meet other criteria, and who have received a referral for testing from a medical provider
- Plasma Donation links in today's Clinician Update
- Share Your Selfie Video – tips in today's Clinician Update
- Survey – Thank you! Great response. Results being tabulated and will be shared

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Questions and Answers

digital411.virtua.org

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