

Obtaining Clinical Screenings/Screening Information during a *Telehealth* Encounter Specific Period Related to COVID-19

During a telephonic conversation and or billable Telehealth visit with a patient, screenings can be conducted, or screenings that have been completed can be documented in the patient’s chart and will satisfy some insurers Quality measure requirements.

If the office staff obtains allowable screening/care information via documented **telephonic outreach only**, this may satisfy the quality measure(s), but **would not be a billable Telehealth visit**.

The DVACO Quality Improvement Department is providing the following to assist offices to understand the screenings and the insurers that accept the documented telephonic information. We have included the insurers that will accept this information for each measure below. While we have listed all insurers, we realize that your office may only participate with certain contracts.

Information/Screening can be Obtained During Telehealth Visit or Office Outreach activities:

Measure	MSSP	Aetna Commercial	Humana	Comment
Screening for Future Fall Risk	X		X	Include documentation that the screening was performed, history of falls or gait/balance assessment and date. Submit a copy of the medical record to payor with exception of MSSP.
Diabetes: Hemoglobin A1c (Good/Poor) Control	X	X	X	Include the date of the most recent numeric result per the patient. (<i>obtain where the test was performed is beneficial as well if you plan to obtain the report for your records</i>). Submit a copy of the medical record to payor with exception of MSSP.
Depression Remission: Depression Remission at Twelve Months-PHQ-9	X			Administration does not require a face-to-face visit and can be administered telephonically. Include the date and score.
Breast Cancer Screening	X	X	X	Include date of screening, result (<i>obtain where the screening was performed is beneficial as well if you plan to obtain the report for your records</i>). Submit a copy of the medical record to payor with exception of MSSP.
Colorectal Cancer Screening:	X	X	X	Include date of screening, result (<i>obtain where the screening was performed is beneficial as well if you plan to obtain the report for your records</i>). Submit a copy of the medical record to payor with exception of MSSP.
Cervical Cancer Screening		X		Include date of screening, result (<i>obtain where the screening was performed is beneficial as well if you plan to obtain the report for your records</i>). Submit a copy of the medical record to payor.

Measure	MSSP	Aetna Commercial	Humana	Comment
Preventive Care and Screening- Influenza Immunization	X		X	Include the date and where the patient indicates he/she received the immunization. (<i>Hint: if received at a CVS/Walgreens and you would like a copy for your records – specific location is needed from the patient</i>) Submit a copy of the medical record to payor with exception of MSSP.
<u>Tobacco</u> Use Screening	X			Screening can be performed via telephone call. Identify tobacco if patient is a tobacco user and tobacco use type . If a tobacco user, documentation needed of counseling or pharmacological intervention offered.
Medication Reconciliation Post Discharge			X	Screen within 30 days of discharge. Reconciliation may be done during a telephonic call to patient. Include in note: <u>date of call</u> , document <u>current medications</u> and <u>discharge medications</u> OR a notation that <u>no medications were prescribed</u> upon discharge). Submit a copy of the medical record to payor.
Care for Older Adults (COA) – Medication Review, Functional Status Assessment and Pain Screening, Advance Care Planning			X	Include the date of the screening(s) and complete documentation of result(s). Submit a copy of the medical record to payor.

Please see the links below for regular updates related to COVID-19:

<p>CDC: www.cdc.gov/</p> <p>CMS: www.cms.gov/outreach-education/partner-resources/coronavirus-covid-19-partner-toolkit</p> <p>Humana: www.humana.com/provider/coronavirus</p> <p>Aetna: www.aetna.com/ www.aetna.com/individuals-families/member-rights-resources/covid19.html</p> <p>United: www.uhc.com/</p>
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