



## PHG COVID-19 Update: March 23

Dear Valued Providers

We want to be a resource to our Premier Health Group Independent providers. That is why we will be sending out a daily COVID-19 email to provide updates.

In addition, we have created a resources page on the [PHG website](#). Please bookmark this page as it will be updated regularly with clinical updates and helpful resources.

Please feel free to contact us directly at (937) 499-7441 with any questions you might have or if you would like to speak with our Medical Director, Scott Swabb, DO.

Yours sincerely,

Renee George  
President  
Premier Health Group

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## Telehealth

Telehealth is one of three types of encounters where the patient is not physically present in the same location as the provider.

- **Telehealth Video Visit** - video or other technology-enabled visit where the patient and provider communicate in real time. Uses normal CPT/HCPC codes based on payer guidelines (list of CMS-approved codes as of 3/17/2020: <https://www.cms.gov/Medicare/Medicare-General-Information/Telehealth/Downloads/covered-telehealth-services.zip>). *Phone visits during the COVID crisis are allowed by Medicare in this category.*
- **Telehealth Telephone visit/Virtual check-in** - Brief (5-10 minute) check-in with provider via remote device including potential review of video or images provided by the patient, does not need to be in real time (relevant HCPCs code G2012 and G2010)
- **E Visit** - Communication with patient and provider via online patient portal. Generally, does not occur in real time and is a time-based service (see table below for code usage for Medicare).

**Who is covering Telehealth and Who (only physicians, APPs, MAs, etc.) can deliver Telehealth during the COVID-19 Pandemic?** Many payers are loosening or even removing their guiderails and restrictions on Telehealth visits at this time. These rules are changing daily. [Click here to view the list as of 3/20/2020.](#) Please refer to payer websites for the most up to date specific coverage information.

Find out more. Click on the below links.

- [Where do patients and providers have to be to conduct telehealth?](#)
- [How do I document and charge for telehealth?](#)
- [Charges: Telehealth has certain special modifiers and billing rules.](#)



### Staff Self-monitoring

The CDC recommends regular self-monitoring for fever and symptoms of respiratory infection and not reporting to work when ill. A graphic is available to print and post in all departments to provide guidance on what to do if you show symptoms. [Find out more.](#)

### Elective Surgeries Postponed

Ohio and the nation face a significant shortage of personal protective equipment (PPE) as demand increases due to the rapid spread of COVID-19. The U.S. surgeon general, American College of Surgeons, and other public health experts have recommended the cancellation of all elective surgeries and procedures that make use of PPE. In coordination with these government leaders, Premier Health has postponed elective surgeries and other procedures that make use of PPE. The surgery team is trying to schedule the previously scheduled surgeries for four weeks out and at the same time, if schedule permits. **For questions, please call Kim Hensley at (937) 208-8012 or Beth Heyse at (937) 208-5110.**

### Visitor Restrictions

Confirmed COVID-19 Cases Result in New Restrictions and Screening for Hospital Visitors - GDAHA announced that member hospitals in counties with confirmed COVID-19 cases will increase visitation restrictions and implement standardized screenings to protect patients and hospital personnel. An amended visitor restriction policy will be implemented beginning March 20. With some exceptions, visitors will no longer be allowed for hospitalized patients. [Find out more.](#)

### Opportunities to Assist (For Non Premier Health Employed Providers)

Planning is underway for a potential surge in cases within the community. If you are interested in assisting in the event of a surge, please send an email to [PHG@PremierHealth.com](mailto:PHG@PremierHealth.com) and list any special qualifications you have that may be of interest. Please note that you will need to confirm your medical malpractice insurance will cover you if services are provided.

### Non-Urgent Outpatient Medical Imaging

The American College of Radiology has signaled its support for Centers for Disease Control and Prevention guidance that advises medical facilities to “reschedule non-urgent outpatient visits as necessary.” Accordingly, **Premier Health, in collaboration with its physicians, is now rescheduling all imaging exams that are considered screening.**

Affected imaging exams will include:

- Screening mammography
- Screening breast ultrasound
- Dexa Scan
- CT cardiac scoring
- CT low dose lung screening
- Venous ablations
- Arthrograms
- Myelograms
- Thyroid ultrasounds

If a physician feels a patient needs an exam that is being suspended, a physician-to-physician conversation will take place with the referring provider. Medical imaging departments will continue to perform diagnostic testing, including diagnostic mammography, diagnostic breast ultrasound, and biopsy procedures. All other procedures will continue at this time. We will continue to evaluate other non-urgent imaging exams as the situation evolves. Please contact (855) 887-7364 with questions.