



## PHG COVID-19 Update: March 25

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 Services

Telehealth services are meant to be provided from the provider's office, not the provider's home. Some payers require the home address location to be credentialed prior to covering services originated from home. Also remember to follow Medicare billing guidelines which may be found [here](#).

A few tips to remember for Medicare patients:

- Virtual check-in services can only be reported when the billing practice has an established relationship with the patient.
- This is not limited to only rural settings or certain locations.
- Individual services need to be agreed to by the patient; however, practitioners may educate beneficiaries on the availability of the service prior to patient agreement.
- HCPCS code G2012: Brief communication technology-based service, e.g. virtual check-in, by a physician or other qualified health care professional who can report evaluation and management services, provided to an established patient, not originating from a related e/m service provided within the previous 7 days nor leading to an e/m service or procedure within the next 24 hours or soonest available appointment; 5-10 minutes of medical discussion.
- HCPCS code G2010: Remote evaluation of recorded video and/or images submitted by an established patient (e.g., store and forward), including interpretation with follow-up with the patient within 24 business hours, not originating from a related e/m service provided within the previous 7 days nor leading to an e/m service or procedure within the next 24 hours or soonest available appointment.
- Virtual check-ins can be conducted with a broader range of communication methods, unlike Medicare telehealth visits, which require audio and visual capabilities for real-time communication.



### COVID-19 Testing Results

Results are beginning to flow back to the ordering providers. Priority is given to tests ordered by inpatient providers and results are now returned in about 5-7 days. Outpatient tests are being returned in 7+ days. There is much effort underway to expedite the turnaround. The priority is for inpatient tests which allows the hospital to conserve the negative pressure rooms and additional isolation PPE with a returned negative result. CompuNet is exploring a mechanism to do onsite testing in the future.

### Outpatient Testing

Premier Health continues to provide medically necessary outpatient testing services. Providers should still order as usual if they have a patient with need.

### Conserving Personal Protective Equipment

In response to the demand for personal protective equipment (PPE) during the COVID-19 coronavirus outbreak in the facilities, Premier Health is taking proactive measures to conserve medical masks and gowns. [See attached link for more information.](#)

### Opportunities to Assist (For Non-PPN Employed Providers)

Planning is underway for a potential surge in cases within the community. If you are an independent provider 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.

### PHG Hotline Number

To assist you in assessing which patients are appropriate for screening, Premier Health has opened a command center hotline number for the independent / PHG providers in the community. **Please call 937-208-5628 and press option 4 to talk with the command center team about confirming your patient should be sent to the collection site.**