



Therapy Telehealth Top 10

Tips for getting started in telehealth with Optima Therapy

1. Research the rules:

Know what is allowed in your state and with your insurance payers.

- Review and revise your policies and procedures, consent forms, liability insurance and other legal items that may relate to telehealth.
- Ask insurance payers specific questions about telehealth documentation and billing for therapy services. Know how your facility bills for services.
- Update your service codes in Optima Therapy if you need additional billing codes.
- Make sure all the modifiers you need for billing are available in Optima Therapy.

2. Prepare a plan:

Being thoughtful before setting up scheduling and documentation will save you time.

- Which clinicians will perform telehealth visits?
- How long will telehealth visits be scheduled for?
- Are telehealth visits scheduled on certain days or during certain hours?
- Will telehealth visits focus on a specific type of patient population (i.e. low back pain)?

3. Basics of billing:

- Organize the telehealth information gathered from insurance payers
- Select the telehealth modifiers specified by each payer in the “Options and Modifiers” tab in the Payer Plan screen in Care Operations Management (COM) in Optima Therapy.

4. Control the chaos:

In Optima Therapy use Schedule, Appointment Book and/or Assignment Board to organize telehealth visits for your facilities and for your clinicians.

- Inform the clinicians performing telehealth services of the new dropdown in the Daily Activity Log in COM and My Encounters in Point of Care (POC) in Optima Therapy. This dropdown will serve to indicate the Patient Interaction Method: In Person, E-Synchronous or E-Asynchronous.
- Ensure that all clinicians comprehend the classifications for accurate entries.



5. Design your documentation:

Determine a workflow that makes your telemedicine visits efficient.

- Create a workflow for telemedicine visits. Consider payer-specific workflows.
- Use custom questions and/or custom forms to meet payer-specific requirements for documentation.

6. Marketing matters:

Connect with your patients to let them know you have a new service.

- Identify patients who can benefit from telehealth services and discuss this option
- Call physicians and other referral sources to let them know you provide telehealth.
- Use social media to announce your new service.

7. Schedule sessions:

Fill up your schedule with telehealth visits.

- Schedule patients you have difficulty directly accessing for things like evaluations and supervisory visits .
- Stay in communication with clinicians and staff to ensure there are no questions or concerns prior to beginning telehealth service sessions.

8. Treat with technology:

Complete a telehealth visit with a patient using Updox videoconferencing

- Launch a videoconference and connect with your patient
- Provide amazing care with your clinician team
- Provide educational or treatment materials from Updox via secure text messaging or email, if appropriate
- Complete your documentation in Optima Therapy during the videoconference session.

9. Beware of billing:

Watch claims for errors and denials.

- Regularly check with insurance payers to see if rules of coverage and billing have changed for telehealth visits.
- Correct your claims and resend if you are able.

10. Revisit and revise:

Learn from each telehealth visit how to improve your process and adapt.

- With each telehealth visit, you will get better and so will your patients!