COVID – 19 Updates
Embracing Telehealth

Welcome to Tonight’s Webinar
Thank you for joining us!

Please submit questions in the control panel

Live Tweet with #ASMBSCOVID
CORONAVIRUS (COVID-19)
Agenda

1. Welcome and Introductions.  
   Telehealth Task Force  
   Matt Hutter, MD

2. Embracing Telehealth.  
   Betsy Dovec, MD

3. Group Visits with Telehealth.  
   Jana Wolff, RD

4. Virtual Psych Visits.  
   Paul Davidson, PhD

5. Coding and charting Pearls  
   Rich Peterson, MD

6. Updates:
   1. ASMBS Policy Work
   2. Restarting our practices
   3. Fellows experience and certification

Upcoming Webinars: Independent/Community Practice Challenges
   Restarting your practice
Referrals

Medical Weight Loss

Post-Op Visits
Support Groups

SURGERY

Website
Digital Marketing
Information Sessions

Initial Consult
Final Consult

Bariatric Surgery
Stages of Change
Bariatric Surgery Stages of Change

VIRTUAL REALITY
PATHWAY TO SURGERY: NEXT STEPS

The first step in your journey toward weight loss surgery is to attend a free seminar. Our seminars are led by our Bariatric surgeons and are required before scheduling an appointment. To register for a seminar call 1-866-690-9355.

WHERE TO BEGIN

+ Once you have attended a seminar, you will want to contact your insurance company to make certain you have the benefit coverage for bariatric surgery.
+ Call your surgeon to schedule an appointment.
+ If your insurance requires documentation of a supervised diet, gather any previous diet information to bring with you (less than two years old).
+ Complete your new patient packet that will be sent to you after you’ve scheduled your appointment.
+ Speak with your primary care physician’s office about getting copies of recent blood work, your last office note, or any specialty notes to bring with you.

AFTER YOU ARE EVALUATED BY YOUR SURGEON, YOU WILL NEED TO:

+ Schedule/attend your education classes with the dietician.
+ Complete a supervised diet for 3, 4 or 6 months (based on the requirements of your insurance plan).
+ Schedule and complete a mental health assessment.
+ Complete any further testing required by the surgeon (given to you on your first appointment).

Your surgeon’s office staff will contact your insurance company after you have completed the requirements necessary for your particular insurance carrier for authorization. After the authorization is given, you will be scheduled for your surgery.
UPDATE

Due to COVID-19, our office now offers telemedicine appointments.

We feel that it is our responsibility to make sure that we are doing our part to ensure the safety of our patients, staff, and community.

Throughout this time, we are dedicated to providing the same high quality care through virtual meetings. Our office will remain open, however this is for patients with more urgent needs.

We appreciate your understanding and flexibility during this unprecedented time.

Stay healthy!

— Team Roller Weight Loss
Your health is important, too. Now is the perfect time to focus on it.

We worry about the well-being of others, and, sometimes, we forget to take care of ourselves. Get started with GBMC’s Comprehensive Obesity Management Program (COMP) now!

Within 2 days of receiving your brief questionnaire, someone from our team will call you to schedule your initial consultation! You can get started with a video consultation (NEW)!

We are VIRTUAL! It’s easier than ever to focus on your health!

We can’t wait to take care of you soon!

Sincerely,
Drs. Elizabeth Dovec & Gustavo Bello

Start Your Journey NOW!

Already had weight-loss surgery? Share this email with a friend or family member who may be interested in losing weight.
Pre-recorded ONLINE Information Session
As experienced members of the Johns Hopkins Center for Bariatric Surgery team, we recognize that obesity is a debilitating disease of mind, body and spirit - and we want to help.
About Bariatrics

At the LifeBridge Health Bariatric and Minimally Invasive Surgery Center, our experts take a team approach to obesity treatment. They are committed to helping patients achieve results that lead to better health and life-changing experiences. With innovative surgical and non-surgical options, we provide compassionate, personalized care that can help you reach your weight loss goals. We can help you determine which options are right for you.

LEARN MORE

Weightloss Webinar

Contact Us
Northwest Hospital
5401 Old Court Road
Randallstown, MD 21133
Phone: 410-601-4486

Additional Resources

The Process
FAQs
Videos
We Perform The Most Bariatric Surgeries In The Country

Watch Our Online Seminar
Mass General Weight Center

Losing weight can feel impossible. Together, we'll prove it isn't. We're experts in surgical and medical treatments for obesity, and we're here to guide you toward a healthier, happier life. Find us in Boston, Salem, Danvers or Waltham.

617-726-4400  Online orientation

Weight Center locations
You might need an upgrade if...

Texts, emails, news, candy crush, Facebook, TikTok, dancing babies, weathers, Instagram, news, YouTube, sports, just about anything else...
Your Journey Starts Now!

Please complete all fields below. Once submitted, someone from our team will call you within 2 business days to schedule your initial consultation!

If you have further questions or need anything from us, please email bariatrics@gbmc.org or call 443-699-3779. We look forward to helping you get started on your weight-loss journey!

Name *

First Name

Last Name

Email *

Confirm Email*

Date of Birth *

0

40

30

20

10

0

05/02/20
05/09/20
05/16/20
05/23/20
05/30/20

Unique Views
Conversions

LEAD
LEAD
LEAD

05/26/20

Conversions: 7

3.0
Virtual
INITIAL CONSULT
Visit Type: VIDEO VISIT

Scheduling Video Visit
Download the app. Stay Connected.

Click the buttons below to find the "MyChart by Epic" app in the Google Play or Apple Store.
Questionnaires

Patient Instructions
Upload Insurance Information

* We have this person on file to pay for costs not covered by insurance. Is this information correct?

Yes  No

Would you like to use insurance to pay for this appointment?  

Use insurance  Do not bill insurance

Insurance on File

ADD INSURANCE CARD PHOTOS

Uploading images of your card now will help speed up the check-in process for your next visit.

Responsibility for Payment

* Please upload images of your insurance card.

ADD FRONT

ADD BACK

SUBMIT  CANCEL

Seymore, Cindy Y
STEP 1
Attend Live Virtual Group Session

Will send link!
VIRTUAL CONSULT

STEP 2

eCheck-In
CHECK IN EARLY ON MYCHART

MyChart | Powered by Epic

CARE TEAM

ACTIVITIES

Test Results

Messages

Appointments

NEXT 7 DAYS

APR 21
2020

Video Visit

Starts at 3:00 PM
15 minutes

Elizabeth A Dovec, MD

status: eCheck-In

BEGIN VISIT
CHECKLIST

- Letter of Support
- Psych Evaluation
- Pre-op Education
- Other
PATIENT INFORMATION

General Information

New Patient Information - Office Policies and More
Why
Let’s Connect!

Email: BetsyDovec@gmail.com

Instagram: @drdovec
ASMBS
Embracing Telemedicine

Questions?
Virtual Support Groups

Attendance in person: 48 people maximum
Attendance virtually: up to 1200 people
Facebook Support Group
PRIVATE/SECRET (moderated, w/ disclaimer), independent from hospital
#1 way surgeons and dietitian engage patients

COMP Weight Loss Support Group ➔
PRIVATE GROUP • 7,344 MEMBERS

atch Party Photos Events Files Albu
How Do Patients Use the Group?

- The Famous Surgery Selfie
- Getting their t-shirt
- Asking for advice
- Showing their progress
- Sharing their challenges
- Sharing success
- Asking for thoughts/prayers
- Finding their surgery twin
- Sharing or asking for recipes
- Asking nutrition advice
- Understanding why they regained
- Sharing how they didn’t regain
- Clothing exchanges
- Group meet ups
- The list goes on...and on!
Getting Traction on Facebook

01. Support, support, support - being available (also through Messenger)

02. Promoting events and increasing attendance (The Big Reveal, Support Groups)

03. Showing off your results (before and after pictures) - for patients and practitioners

04. Facebook Live, education, campaigns (Don’t just survive, thrive!), etc.
Campaigns to Motivate!

APRIL/MAY CALENDAR

DON'T JUST SURVIVE...THRIVE

APRIL 2020: Don't just survive...THRIVE

<table>
<thead>
<tr>
<th>Sunday</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
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</tbody>
</table>

NOT TODAY #COVID19
BETTER ALTH

AS PART OF THE TESTIFY THAT!

YOUR NAME: NICHOLE ANDERSON

I WILL UPHOLD THESE 2 GOALS:
FOR THE NEXT 2 MONTHS, I WILL
ALSO BE KIND TO MYSELF AND
PRACTICE POSITIVE SELF TALK.

COMP CONTRACT

FOR THE NEXT 2 MONTHS:

1. Eliminate sugary beverages
2. Exercise 3 times per week

Date:

Your signature:

TO BETTER HEALTH

KEEP A FEEDER OF ARTS AND DESIGNERS
NOT SANDING BEFORE BED (LEAVE 2-3 HOURS)
GET 7-8 HOURS OF SLEEP

Can friends you love and then itemize friends. I am close to you and I will do.

Try to be a piece of the

Campaigns to Motivate!
Your time to THRIVE

- COMP Contract
- Don't Just Survive...Thrive - Calendar
- Macronutrient Guide
- Creating Better Relationships with Food through Mindfulness
- Getting Back on Track!
Don’t do it on your own!
Consistency in FB Live Support Groups

Did I mention 48 vs 1200 attendees?
Facebook Messenger
Be available, get creative!

Unsure about a product?
Not losing weight?
Forgetting to take vitamins/minerals?
Use Messenger for accountability!
Be Uniquely YOU

Now that I'm doing all VIRTUAL visits from home a routine shift this is 😊

The theme I've been hearing this week is “my routine - not eating early in the morning and eating more later in the day.” 😁

Don't let THIS become your new routine. After surgery you need to hit your protein goals several times per day to fulfill your daily needs. You won't reach them with one or two meals bc of the way we absorb protein... See More

SLIP DON'T SLIDE

STOP SNACKING
Let’s stay in touch!

Facebook: Jana Wolff RD
Instagram: @nutrition_by_jana
Questions?
Bariatric Behavioral Telehealth

- Paul Davidson, PhD
- Director of Behavioral Health, Center for Metabolic and Bariatric Surgery
- Brigham and Women’s Hospital;
- Instructor, Harvard Medical School
The General Need

- 64% reported high stress one year after SARS pandemic
  
  Lee et al., 2007

- >50% experience significant emotional distress in China from Covid-19
  
  Wang et al., 2020
Specific Needs

• Bariatric patients and those with obesity are more likely to suffer the effects of COVID-19

• Bariatric patients have increased hx of psych dx
  Mitchell et al., 2012

• Present conditions may exacerbate mood issues

• Chronic stress is linked to poorer eating habits

• Separation from bariatric support may add to concerns about staying on track
The Telehealth Solution

• Telehealth may be comparable to in-person interventions for weight loss in bariatrics
  Wang et al, 2019

• Review article: mobile and telehealth effective for both psychological and eating issues for bariatric patients
  Messiah et al., 2020

• Telehealth has been rapidly and positively accepted by patients and providers since Covid-19
  Corruble, 2020
Regulatory Changes

On March 17, 2020, the Department of Health and Human Services (HHS) announced that the Office for Civil Rights (OCR), the entity responsible for enforcing HIPAA regulations, is suspending enforcement for noncompliance in the good faith provision of telehealth services. This means that any private communication program such as Skype and FaceTime may be considered a viable tool for providers to meet with clients without the risk of penalties during the COVID-19 national emergency.

Regularly, however, HIPAA requirements, best practices, state requirements, and ethical guidelines apply to telehealth just as they do to in-person sessions. You must continue to ensure confidentiality and protect client information. As such, if at all possible during the emergency period, we strongly recommend using HIPAA-compliant services.
Consent for Virtual Care

A condensed version of the content of the consent is as follows:

- Virtual visits are voluntary
- Virtual visit technology is secure, reliable and reputable, but may have occasional connection issues
- Benefits
  - Health care may be improved with virtual visits
  - Virtual visits allow communication with clinician from home, work or other locations.
  - Patients will still need to go to in-person appointments as needed as directed by their physician.

- Risks
  - Clinician will take all necessary steps to protect the privacy and security of my PHI.
  - The privacy and security of my PHI cannot be guaranteed.
  - Patients should conduct virtual visits in a private and secure place, so that others cannot see or hear PHI discussed.
- A virtual visit does not replace the in-person relationship between clinician and patient.
# Interpreter Services Workflow

<table>
<thead>
<tr>
<th><strong>Real-Time (two-devices)</strong></th>
<th><strong>Scheduled (one-device)</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Call interpreter services from phone</td>
<td>1. Call interpreter services from phone ahead of visit and provide:</td>
</tr>
<tr>
<td>2. Provider starts Zoom visit</td>
<td>a. Zoom personal room phone number and passcode (see screen shots below)</td>
</tr>
<tr>
<td>3. Admits patient</td>
<td>b. Date and time of visit</td>
</tr>
<tr>
<td>4. Provider puts phone on speaker and near computer speakers/microphone</td>
<td>2. Provider starts Zoom meeting with patient</td>
</tr>
<tr>
<td></td>
<td>3. Interpreter services calls into Zoom meeting</td>
</tr>
<tr>
<td></td>
<td>4. Provider admits Interpreter &amp; Patient</td>
</tr>
</tbody>
</table>
Zoom Meetings - Settings

You can continue to use Zoom standalone. All providers must update their Zoom account settings, please refer to this video for guidance. Please also refer to our updated Zoom Training Guide and new Workflow Video.

Required account settings include:

- Join before host
- **NEW** Use Personal Meeting ID (PMI) when scheduling a meeting & instant meeting
- Turn off password settings
- Turn on embed password setting
- **NEW** Play sound for host when participants join meeting
- Turn on Waiting Room (important!)
- **NEW** Update waiting room text
- **Patient Zoom URL Link.** Providers, please continue to find & send your scheduling staff your Personal Meeting Room ID and URL link. Please refer to slide 7 in the Zoom Training Guide
Individual Appointments
Key Benefits

- Greater convenience for patients
- Decreased no show rates
- See a slice of the patient’s life
- View living situation
- Meet family members and pets
- Maintains connection at a difficult time
Support Group Meetings

To stay connected, we are going to try an experiment tomorrow with Dr. Davidson... he'll be hosting an online Zoom meeting at 2pm. Click on the link below at the right time and join from your computer, laptop, Ipad, or phone.

Join Zoom Meeting Thursday, April 16th at 2pm
https://partners.zoom.us/j/95330693470

It will be a challenge monitoring the conversation, so please mute yourself when you aren't talking, but let's have an open chat where we can see each other and check in. Keeping physically distant, but socially connected.
Support Group Points

• Efforts to maintain privacy are critical
• Group members should be reminded of rules
• Oversee accuracy of information particularly with Facebook groups
Documentation

This virtual {Blank single:19197::"video","telephone"} visit was completed from the patient's residence, and from the author's home office. A virtual visit was used during the COVID-19 crisis in place of an in-person visit using HIPAA compliant technology. Consent for virtual care, including informing the patient that insurance will be billed, was discussed at the time of scheduling.

How to add a GT or GPH modifier:

1. After you choose the E&M code, click the green plus icon next to Modifiers.
2. On the Record Select window, open the Search tab.
3. In the search field, type GPH or GT
4. Select GPH (TELEHEALTH TH PHONE CALL) or GT (INTERACTIVE TELECOMMUNICATIONS)
Facebook Live Presentations

COPING WITH
CORONAVIRUS

PAUL DAVIDSON, PHD
In Summary

With the rapid expansion of virtual care across bariatric programs during this pandemic, we are forced to **reassess our current psychosocial models** and re-imagine **new models integrating virtual mental health tools and supports**. While these solutions provide unique opportunities to address COVID-19-related distress, there is **potential to increase our understanding and improve our delivery of psychosocial care beyond this pandemic**.

Sockalingham et al., 2020
References


Thank You

Paul Davidson, PhD
Brigham and Women’s Hospital
pdavidson@bwh.harvard.edu
@PaulDavidsonPhd
Questions?
Embracing Telemedicine:
One Surgeon’s Story of Being Voluntold
Understanding the need for Change

- Must do this to stay safe
- Must do this to continue clinical practice
- Adapt to insure appropriate reimbursement
- Maybe this is the gateway to the future
  - Improved follow up
  - Increase bandwidth in practice
Coding Components

- Understanding Telemedicine Components
- Commercial Insurers are working with this need
- Medicare has lead the charge in this regard
Telehealth: Medicare Payment

“For the duration of the COVID-19 Public Health Emergency,” Medicare will pay for telehealth services furnished in any healthcare facility and in a beneficiary’s home as if they were regular, in-person visits.

- HHS OIG is providing flexibility for providers to reduce or waive usual telehealth cost-sharing requirements
- In a fact sheet issued March 17, CMS provided the following table with codes that may apply for telemedicine:

<table>
<thead>
<tr>
<th>TYPE OF SERVICE</th>
<th>HCPCS/CPT CODE</th>
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</thead>
<tbody>
<tr>
<td>MEDICARE TELEHEALTH VISITS</td>
<td>Common telehealth services include:</td>
</tr>
<tr>
<td></td>
<td>• 99201-99215 (Office or other outpatient visits)</td>
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<tr>
<td></td>
<td>• G0425-G0427 (Telehealth consultations, emergency department or initial inpatient)</td>
</tr>
<tr>
<td></td>
<td>• G0406-G0408 (Follow-up inpatient telehealth consultations furnished to beneficiaries in hospitals or SNFs)</td>
</tr>
<tr>
<td>VIRTUAL CHECK-IN</td>
<td>• HCPCS code G2012</td>
</tr>
<tr>
<td></td>
<td>• HCPCS code G2010</td>
</tr>
<tr>
<td>E-VISITS</td>
<td>• 99421-99423</td>
</tr>
<tr>
<td></td>
<td>• G2061-G2063</td>
</tr>
</tbody>
</table>

- Virtual check-in services can be provided to new and established patients; virtual check-in services were previously limited to only established patients
- A broad range of clinicians, including physicians, can now provide certain services by telephone to their patients (CPT codes 98966-98968; 99441-99443)
## Telephone Services

<table>
<thead>
<tr>
<th>Physician billing CPT Code</th>
<th>ONP* code</th>
<th>RVU</th>
<th>Minutes</th>
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<tbody>
<tr>
<td>99441</td>
<td>98966</td>
<td>0.25</td>
<td>5-10</td>
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<tr>
<td>99442</td>
<td>98967</td>
<td>0.50</td>
<td>11-20</td>
</tr>
<tr>
<td>99443</td>
<td>98968</td>
<td>0.75</td>
<td>21-30</td>
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</table>

*Source: SAGES Telehealth Primer*
# Coding Guidelines

**New Patients**

CPT Codes 99201-99205 for new patients. POS 02 for Telehealth Medicare and modifier 95 for Commercial Payers.

<table>
<thead>
<tr>
<th>CPT Code</th>
<th>RVU</th>
<th>Minutes</th>
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<tbody>
<tr>
<td>99201</td>
<td>0.48</td>
<td>10</td>
</tr>
<tr>
<td>99202</td>
<td>0.93</td>
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<td>99203</td>
<td>1.42</td>
<td>30</td>
</tr>
<tr>
<td>99204</td>
<td>2.43</td>
<td>45</td>
</tr>
<tr>
<td>99205</td>
<td>3.17</td>
<td>60</td>
</tr>
</tbody>
</table>

**Established Patients**

CPT Codes 99210-99215 for established patients. POS 02 for Telehealth Medicare and modifier 95 for Commercial Payers.

<table>
<thead>
<tr>
<th>CPT Code</th>
<th>RVU</th>
<th>Minutes</th>
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</thead>
<tbody>
<tr>
<td>99211</td>
<td>0.18</td>
<td>5</td>
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<tr>
<td>99212</td>
<td>0.48</td>
<td>10</td>
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<td>99213</td>
<td>0.97</td>
<td>15</td>
</tr>
<tr>
<td>99214</td>
<td>1.50</td>
<td>25</td>
</tr>
<tr>
<td>99215</td>
<td>2.11</td>
<td>40</td>
</tr>
</tbody>
</table>

Source: SAGES Telehealth Primer
WARNING: Dietitians and Registered Nurses can NOT bill for Office/outpatient visit new or est.
ASMBS Telehealth Task Force

- Betsy Dovec, MD - Chair; Richard Peterson, MD MPH - Co Chair
- Stay at the forefront of medical treatment
- Provide resources and best practices for our members
  - Updating ASMBS.org with downloadable materials you can customize to your practice
- Disseminate new and timely information as it becomes available
- Looking for interested and capable members to participate in this evolving arena of our surgical practices
Bariatric Surgery
Stages of Change

- Referrals
- SURGERY
- Initial Consult
- Final Consult
- Support Groups
- Post-Op Visits
- Medical Weight Loss
- Website
- Digital Marketing
- Information Sessions

ASMBS.org
Additional COVID-19 issues:

- **ASMBS Policy Work.**
- **Restarting our Practices.**
- **Bariatric Fellows – Experience and Certification**
  - Numbers needed for their Bariatric Certificate.
  - Strike a balance between fairness to fellows and patient safety.
  - Further discussions with:
    - the ASMBS Bariatric Training Committee,
    - the Bariatric Fellowship Directors,
    - the Fellowship Council, and
    - the ASMBS Executive Council.

- **Meetings: IFSO/Weekend and the ASMBS Annual Meeting**
Going Forward:

- Regularly scheduled webinars with issues important to our members:
  - Impacts on your practice.
  - Community/Independent Practice
  - When and how to restart your practice.

Please let us know what matters most to you!

communications@asmbs.org

Please share with us stories of how your colleagues are making an impact!
COVID – 19 Updates
Embracing Telehealth

Welcome to Tonight’s Webinar
Thank you for joining us!

Please submit questions in the control panel

Live Tweet with #ASMBSCOVID