

The background of the slide is a light gray gradient. It is decorated with numerous realistic water droplets of various sizes. Some droplets are at the top left, some are along the right edge, and others are scattered at the bottom. The droplets have highlights and shadows, giving them a three-dimensional appearance.

SURFING THE WAVES OF CHANGE WITH STYLE: 3 STEPS TO GROWING YOUR VIRTUAL OBESITY TREATMENT PROGRAM

PHILLIP SNIDER, DO, MS, RD

OBJECTIVES

- DESCRIBE THE ADVANTAGES AND DISADVANTAGES OF VIDEO VISITS COMPARED WITH IN-PERSON VISITS
- OUTLINE AT LEAST 3 IMPORTANT CRITERIA WHEN SELECTING A VIDEO VISIT PLATFORM
- LIST 5 STRATEGIES FOR EFFECTIVELY ENGAGING PATIENTS DURING VIDEO VISITS

VIDEO VS IN-PERSON: PROS

- EASIER FOR PATIENTS
 - TRAVEL, TIME OFF WORK, CHILD CARE, COVID CONCERNS, ETC
- MORE DISCRETE
- YOU GET A GLIMPSE INTO SOMEONE'S HOME ENVIRONMENT
- RELAXED REIMBURSEMENT RULES
 - VIDEO VISITS
- IMPROVED REIMBUTSEMENT
 - REMOTE PATIENT MONITORING

VIDEO VS IN-PERSON: CONS

- TECHNOLOGY
- NOT AS PERSONAL
- GROUP MEETING FACILITATION IS AN ART (MORE TO COME)

WHICH ONE DO I PICK?

- EASE OF USE
 - CONNECTING AND INTERACTING W/ PATIENTS
 - 1 ON 1 – WHAT'S THE PROCESS?
 - GROUPS – Q&A, COMMENTS, ABILITY TO MUTE PARTICIPANTS
 - USER INTERFACE
 - INTUITIVE?
 - CUSTOMIZABLE?
 - EHR INTERFACE

WHICH ONE DO I PICK?

- AUTOMATION
 - REPORTING
 - COMPLIANCE: VIDEOS, FOOD/MOOD JOURNALS
 - BILLING DATA: TIME SPENT, DATA POINTS
 - NOTIFICATIONS
 - OUT OF RANGE DATA
 - CODING / BILLING THRESHOLDS

BILLING OPTIONS

- CASH
 - SET YOUR OWN PRICE
 - INDIVIDUAL SESSIONS
 - GROUP SESSIONS
- INSURANCE
 - REMOTE PATIENT MONITORING
 - TELEHEALTH (VIDEO) VISITS

RPM CPT CODES*

- 99453** INITIAL SET UP \$18 ONE TIME
- 99454 16 DATA POINTS IN 30 DAYS \$60 / 30 DAYS
- 99457 20 MIN TX/MGT / INTERACTION \$52 / MONTH
- 99458 20 ADDITIONAL MIN \$42 / MONTH

*PHYSICIAN, PA, NP, RD

**DONE BY YOU OR A 3RD PARTY; NOT PERFORMED ON SAME DAY AS AN E/M CODE VISIT

Qualifying Activity



At least 16 days of
device supply

*Performed by:
Physician, QHCP or clinical staff*



At least 20 minutes of dedicated
clinical time including interactive
communication during the calendar month

*Performed by:
Physician, QHCP or clinical staff*



At least 30 minutes spent
collecting and interpreting
physiologic data over 30 days

*Performed by:
Physician or QHCP*

- or -

Billing Frequency

➔ **99453 and** ➔ **99454**

One time
per episode
of care

Each 30 days

➔ **99457**

Each 30 days

➔ **99458**

Each 30 days

- or -

99091

Each 30 days

TELE-VISIT CHARGES

- PHYSICIAN / PA / NP
 - SAME CODES AS IN PERSON VISITS
- RD
 - SEE EATRIGHTPRO.ORG & CMS FOR MORE INFORMATION:
 - [HTTPS://WWW.EATRIGHTPRO.ORG/PRACTICE/PRACTICE-RESOURCES/TELEHEALTH/MEDICARE-TELEHEALTH-SERVICES-AND-REGISTERED-DIETITIANS](https://www.eatrightpro.org/practice/practice-resources/telehealth/medicare-telehealth-services-and-registered-dietitians)
 - [HTTPS://WWW.CMS.GOV/OUTREACH-AND-EDUCATION/MEDICARE-LEARNING-NETWORK-MLN/MLNPRODUCTS/DOWNLOADS/TELEHEALTHSRVCSFCTSHT.PDF](https://www.cms.gov/outreach-and-education/medicare-learning-network-mln/mlnproducts/downloads/telehealthsrvcsfctsht.pdf)

WHICH ONE DO I PICK?

- DEVICE MANAGEMENT
 - SCALES, ACTIVITY TRACKERS (OR ABILITY TO INTEGRATE), BP CUFF, GLUCOMETER
 - DO THEY SHIP DIRECTLY TO PATIENTS
 - DO THEY PROVIDE TECH SUPPORT
 - DO THEY COLLECT THE DEVICES AFTER A PATIENT IS NO LONGER ENROLLED

HOW'S YOUR “SCREEN-SIDE” MANNER?

- KNOW YOUR BACKGROUND
 - VISUALS, SOUNDS
- MIND YOUR LIGHTING
- POSITION YOUR CAMERA WELL
- TALK TO THE CAMERA
- COUNT TO 3 AFTER YOU ASK A QUESTION

HOW'S YOUR “SCREEN-SIDE MANNER?”

- GROUPS:
 - SET GROUND RULES AT THE BEGINNING
 - TACTFULLY REDIRECT SOMEONE TAKING OVER OTHER “MONO-GLOSSO-PLERIA”
 - ROUND ROBIN TO INCLUDE LESS TALKATIVE PARTICIPANTS
- THANK THEM FOR BEING WILLING TO TRY SOMETHING NEW
- ASK WHAT COULD MAKE THE EXPERIENCE BETTER
 - PLUS / DELTA AT THE END
 - SURVEYS

QUESTIONS?

- PHILLIP.SNIDER@GUTHRIE.ORG