

# Healthcare Professional Toolkit: COVID-19 Patient Resources

October 2020

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# Patient-Provider Discussion

- Patient-Provider Discussion Guide
- Patient-Provider Discussion Guide – American College of Surgeons

# Patient-Provider Discussion Guide: Considerations for Surgery During COVID-19

Currently, the novel coronavirus (SARS-CoV-2) that causes COVID-19 illness is widespread throughout many communities around the world. It is essential to continue to practice social distancing and other precautionary measures as recommended by your federal, state and local government agencies to protect yourself and your family. For additional considerations and tools regarding reducing your risk of exposure to COVID-19, consider consulting public health guidance from the [Centers for Disease Control and Prevention \(CDC\)](#).

COVID-19 has changed the way we manage our everyday lives, but it has not eliminated the need to seek health care treatment. If you have questions or need care, please reach out to your provider. This discussion guide includes questions that may help you identify the steps your provider is taking before, during and after your procedure to potentially reduce risk while still allowing treatment for your condition.

## Pre-Surgical Office Visit

- If I have symptoms of COVID-19 or have been in contact with someone that does, can I proceed with my appointment? Is it safe for me to have my surgery?
- Will I require screening or testing for SARS-CoV-2 or COVID-19?
- Will you take my temperature?
- Is remote, phone or telehealth an option for my office visit?
- What protective measures can I take when I arrive? Do I need to wear a mask or face covering?
- What protective measures will my surgical team be taking when I arrive? Will they be wearing a mask or face covering?
- Do I wait inside my vehicle or come inside to check in?
- If I come inside, is there adequate spacing between seats (at least 6 feet)?
- Will there be physical barriers – such as glass or plexiglass at check-in?

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## Your Operation

- What can I do at home before and after surgery to decrease my risk of contracting the virus?
- Will I need to visit other areas of the facility for tests or exams? Or do I go to a different place than where I checked in?
- Can I bring a family member or someone to accompany me? Can they wait with me before and after my surgery?
- Will I be in an area close to where patients have COVID-19?
- Are there safety measures in hallways and other common areas, like hand hygiene and masks?
- What special precautions are you taking to ensure the operating room is safe from COVID-19?
- What precautions does the surgical team take to stay safe?

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## Post-Surgical Care and Your Recovery

- Are there any special precautions I need to know about when I am in the recovery area (post-anesthesia care unit)?
- If I stay overnight and receive food, are there any special precautions they take when preparing items?
- Will having this procedure put me at higher risk for COVID-19 as I recover?
- What happens if I develop symptoms of COVID-19 after my surgery?
- How will you update my family or those accompanying me on my well-being?
- After I am discharged, will I have to take special precautions for physical or social distancing? If so, for how long?
- Is remote, phone or telehealth an option for post-surgery check-ups?
- Are home health care services offered as an option during recovery? If so, what precautions do they need to take?

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# Preparing to have surgery during the time of COVID-19



AMERICAN COLLEGE OF SURGEONS

Inspiring Quality:  
Highest Standards, Better Outcomes

American College of Surgeons guidance to talk with your surgeon about returning to the health care facility

*Your surgeon wants you to feel prepared to have surgery during the time of the Coronavirus Disease 2019 (COVID-19).*

**Your surgeon knows that it's important for you to understand the precautions that the surgical team and facility have taken to ensure a safe and high-quality setting for your operation. This is a very important consideration for your surgical team too.**

As hospitals resume most procedures after pausing because of COVID-19, many patients have questions and specific concerns about safely undergoing operations. This discussion guide has been prepared so your surgeon can help you become informed—during a time when COVID-19 exists—about what it means to have surgery performed safely in a health care facility (i.e., hospital, outpatient center, surgeon's office).



**Communicating with your surgeon is a shared responsibility**

Keep in mind that your surgeon wants to hear what's on *your* mind too. No question or concern should be "off limits" when having this discussion. The questions patients ask, which have always been important to surgeons, are now more meaningful than ever during COVID-19. If you're uncertain about something, don't hesitate to ask your surgeon.



Here's how you benefit from speaking with your surgeon about steps that will be taken to ensure a safe surgical experience:



**You receive more details about what you will experience from the moment you arrive at a facility up to the time you leave.**



**You have more information to help you determine with your surgeon whether scheduling surgery now is right for you.**

**Before you make a decision about moving forward with surgery, here are some suggested questions to ask your surgeon.**



## Suggested Questions

Check those questions that are important to you. Then use this document as a guide for your next discussion with your surgeon.



### The office visit

- What can I expect when I arrive for my appointment in terms of COVID-19 protective measures?  
\_\_\_\_\_  
\_\_\_\_\_
- Can I wait inside my car when I arrive for the office visit, or do I have to come inside to check in? If so, what safety measures are in place for check-in?  
\_\_\_\_\_  
\_\_\_\_\_
- Can my insurance coverage be confirmed before I check in by telephone or computer? Or do I have to meet with a staff member on-site?  
\_\_\_\_\_  
\_\_\_\_\_
- Will I be with others in a waiting room, or will I be kept in a room away from other patients?  
\_\_\_\_\_
- Do I need to wear a mask? Will all other patients and staff at the surgeon's office wear masks?  
\_\_\_\_\_  
\_\_\_\_\_
- Will I ride in an elevator? Is there an elevator policy? How frequently are the elevators cleaned?  
\_\_\_\_\_  
\_\_\_\_\_
- Will there be physical barriers, such as glass or plexiglass, between staff whom I am speaking with? If not, will they be six feet away from me?  
\_\_\_\_\_  
\_\_\_\_\_

### Before my operation and the day it happens

- Will I be tested for COVID-19 and have my temperature taken before my operation?  
\_\_\_\_\_
- Will I be taken into other areas of the facility for testing or exams before the operation begins? Describe that process and what safety measures are in place for patients.  
\_\_\_\_\_  
\_\_\_\_\_
- Who are all the people I can expect to interact with at the facility? How will staff introduce themselves or care for me when they are wearing personal protective equipment?  
\_\_\_\_\_  
\_\_\_\_\_
- Are the staff members I encounter also treating patients who have COVID-19?  
\_\_\_\_\_
- Are patients who have COVID-19 in the same facility as me? If so, what safety measures are in place to ensure we are separated?  
\_\_\_\_\_  
\_\_\_\_\_
- Will I be close to others if I walk through the hallways or other common areas? If so, what safety measures are in place?  
\_\_\_\_\_  
\_\_\_\_\_

### The operating room

- What special precautions are being taken to ensure the operating room is safe from COVID-19?  
\_\_\_\_\_  
\_\_\_\_\_



# Press Releases

- Press Release Template Instructions
- Press Release Template

# Press Release Template Instructions

## TO INSERT LOGO

1. Open Press Release Template PDF in Adobe Acrobat.
2. Go to the top menu bar and press Edit > Edit Text and Images. An “Edit PDF” bar should appear near the top of the screen. Press Add Image.
3. Select logo jpeg or png (ideally with a white background).
4. Click to place – resize image to fit on gray box.
5. Save PDF.

## TO INSERT HYPERLINK

1. Open Press Release Template PDF in Adobe Acrobat.
2. Highlight “our website” at the bottom of the page with the cursor.
3. Right click and select “Create Link...”
4. Make the following selections:
  - Link Type: Invisible Rectangle
  - Highlight Style: None
  - Line Thickness, Line Style, and Color should not be clickable.
  - Link Action: Open a web page
5. Click Next.
6. Paste the URL to practice website and press okay.
7. Save PDF.

<COMPANY LOGO>

# Press Release Template

Contact:

\_\_\_\_\_, \_\_\_\_\_

FOR IMMEDIATE RELEASE

\_\_\_\_\_ OPEN FOR CARE, TAKING STEPS TO HELP YOU FEEL SAFE

Patients encouraged not to ignore \_\_\_\_\_ amid COVID-19

\_\_\_\_\_ – \_\_\_\_\_, 2020 – \_\_\_\_\_ is open and performing elective orthopaedic procedures. \_\_\_\_\_ is employing practices – such as a virtual waiting room and telemedicine appointments – to minimize contact and help protect patients and staff from COVID-19.

“We understand patient concerns stemming from the pandemic, and we’re taking measures to help address safety concerns,” said \_\_\_\_\_, \_\_\_\_\_. “It’s important for patients to continue to seek care for the condition that is limiting or stopping their ability to move. We’re here to help.”

\_\_\_\_\_ is following recommended procedures and practices from government sources, professional societies and associations – including the American College of Surgeons, American College of Osteopathic Surgeons and American Academy of Orthopaedic Surgeons –and the Centers for Disease Control and Prevention. Specifically, \_\_\_\_\_ is taking the following steps to prioritize patient safety.

We are:

- Requiring safe social distancing of at least six feet between patients, clinic staff and other visitors when possible and where barriers are not in place.
- Scheduling virtual appointments whenever possible.
- Employing a virtual waiting room, requiring patients to wait in their vehicles before being called in for their appointments.
- Regularly cleaning and disinfecting our facilities.
- Confirming insurance coverage by phone or computer in advance of appointments.
- Requiring patients to wear masks or face coverings and providing a disposable one for those who don’t have one.
- Requiring clinic staff to wear the appropriate mask when caring for patients.
- Screening and/or testing all clinic staff for SARS-CoV-D or COVID-19 and regularly taking their temperatures.
- Screening and/or testing patients for SARS-CoV-D or COVID-19 and taking their temperatures on the days of their procedures.
- Limiting in-person interactions to only those involved with the patient’s care.

In addition to taking these steps to protect patients during the pandemic, \_\_\_\_\_ surgeons are

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Our practice is also working with surgery patients to create digital and telemedicine rehabilitation plans. Telerehab allows people to complete their exercises at home and limit contact with others.

For more information, visit [our website](#).

# Reference Checklist For Facilities

- Reconnect & Return to Care

# Reconnect & Return to Care

## Resource Guide for a Successful Return to Work

We've compiled a checklist with links to resources to prepare you and your practice for a successful return to work.

### Review key government resources related to COVID-19

- [CMS guidance on reopening](#)
- [CMS guidance on coverage and reimbursement](#)
- [CMS information on the expansion of the Accelerated and Advance Payments Program](#)
- [Treasury Department Paycheck Protection Program \(PPP\) information](#)

### Communicate activities to relevant stakeholder

- [CDC guidance on communicating to employees](#)
- [AMA guidance on communicating to your vendors and other key services \(financial, legal\)](#)

### Check safety protocols for employees and patients

- [CDC guidance on PPE use and re-use](#)
- [CDC hand hygiene guidance](#)
- [CMS infection control and facilities cleaning guidance](#)
- [CDC protocols for employees and patient testing](#)
- [Department of Labor guidance on workplace safety during COVID-19](#)
- [Department of Labor infection control and prevention guidance for employees](#)

### Review practice management materials

- [ACOS protocols for institutions](#)
- [AAOS practice management resources](#)
- [CDC guidance for businesses and employers](#)
- [U.S. Office of Personnel Management HR protocols](#)
- [Small Business Association resources](#)
- [U.S. Chamber of Commerce small business resources](#)

### Review guidance from professional societies on reopening

- [ACS COVID-19 clinical issues and guidance](#)
- [ACS COVID-19 reopening checklist](#)
- [ISASS guidance on reopening](#)
- [AHA, AORN and AdvaMed re-entry guidance for healthcare facilities](#)

### Consider use of telehealth

- [AAOS telehealth guidance](#)
- [ISASS telehealth resources and guidance](#)
- [CDC telehealth guidance](#)
- [CMS telehealth guidance](#)
- [HIMSS telehealth guidance for patients](#)

*This checklist is being provided by DePuy Synthes Companies as a courtesy to orthopaedic surgeons and specialists and is intended to provide you with easy access to certain third-party resources you may find useful when preparing for a return to work. DePuy Synthes has not verified any of the information contained in the third-party resources and is not responsible for any content contained therein. The checklist is not intended to be inclusive of all guidance that may apply to your return to work. The decision to return to work should be made using your professional medical judgment with reference to federal, state and local laws, as well as any other applicable guidance.*

# Social Media

- Social Media 101
- Sample Social Media Posts

# Social Media 101

## Educating An Audience Through Social Media

While the world weathers the ongoing COVID-19 pandemic, social media is becoming an even more valuable tool to keep patients and others in the community apprised of how health care professionals are operating during the outbreak.

Social media has a growing influence on how people consume news and information, and patients are increasingly turning to it to learn about the virus and how to protect themselves. At a time of immense need and growing levels of misinformation online, social media offers an excellent opportunity to educate patients about orthopaedic health.

Professional organizations like the [American Academy of Orthopaedic Surgeons](#) (AAOS), [American College of Surgeons](#) (ACS) and government bodies such as the [CDC](#) offer general guidance and tools for social media use, and DePuy Synthes has compiled this tool to help those using social media educate patients on how to safely seek care during and after the pandemic.



### COVID-19 Social Content Guidance

Use digital and social channels to:

- Announce new hours of operation
- Share safety protocols
- Explain telemedicine/virtual care options
- Share patient and employee testimonials
- Educate patients on the importance of getting their elective procedures and not delaying care
- Correct misinformation related to safe surgical methods



### Cadence Guidance

In a fluid situation like COVID-19, it is important to keep content fresh and to post on channels regularly so the audience knows they're accessing the latest information available:

- Post consistently (Facebook and Instagram should have at least one post per week; if using Twitter, multiple posts per day is acceptable)
- If limited on content, space out posts—don't post all the content in one day
- Check out the insights statistics on each platform to see what posts receive the most engagement to ensure the content is adding value and educating the audience



### Paid Guidance

To further enhance the reach of patient education messaging, promote content on each social media platform with paid advertising:

- Before considering paid ads, make sure that content is being posted on channels regularly and have determined specific goals for paid campaigns
- Prioritize Facebook paid promotion, and target demographics that align with the audience and geographic location
- Refer to [this article](#) for additional helpful tips

# Sample Social Media Posts

## Sample Social Media Posts For Patient Education

This document provides SAMPLE social media copy and creative inspiration and assets to help you educate patients about their treatment during the COVID-19 pandemic.

### Reopening Safely

Post 1:

- Copy: As we begin to reopen for care or procedures, your health and safety are our top priority. Here are some of the actions we are taking to prevent infection:

[Insert actions taken]

- Image:



*Note: Recommend taking a photo demonstrating your clinic's increased precautions*

Post 2:

- Copy: Things have changed around here! Here are 5 things we're doing to help keep you safe. Contact our office to learn more:

<LINK: Your practice's website and/or phone number to explain virtual waiting room, etc.>

- Image:

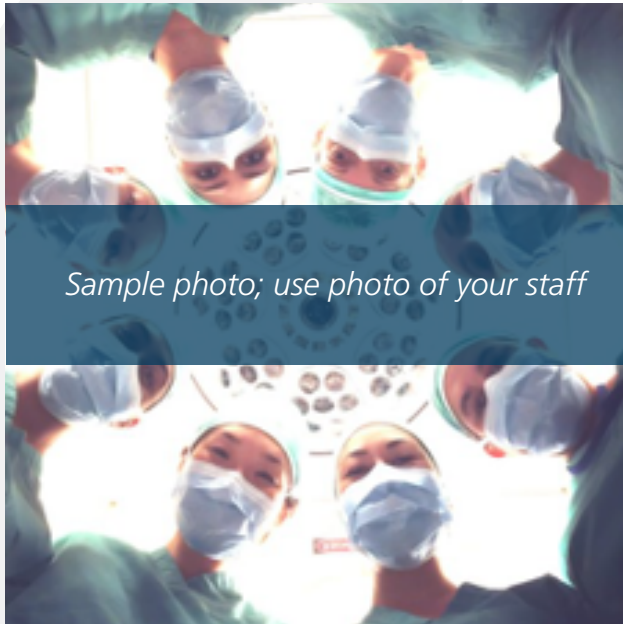


154199-200925 DSUS  
© DePuy Synthes 2020. All rights reserved.

Post 3:

- Copy: Big thanks to our team at <INSERT PRACTICE>, who are working extra hard to help ensure our patients are safe and protected while caring for their <INSERT SPECIALTY AREA>.

<LINK: Your practice's website>

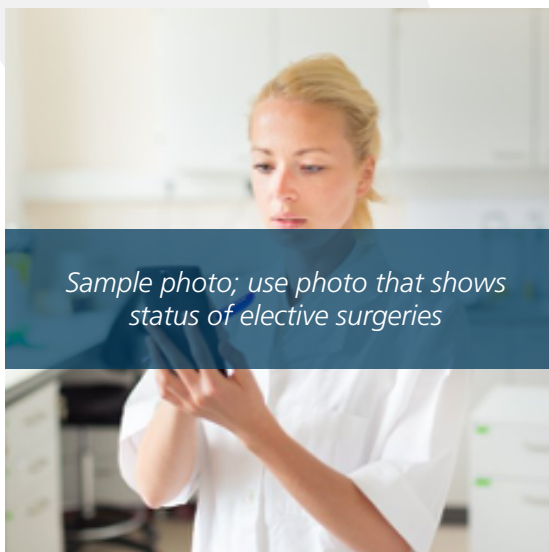


## Telehealth

Post 4:

- Copy: To help limit exposure and keep you safe, we're offering telemedicine appointments to address your <INSERT SPECIALTY AREA>. Schedule an appointment today:[Insert actions taken]

<LINK: Your practice's website>



## Safe Surgery

Post 5:

- Copy: We're open and performing elective procedures to treat patients experiencing <INSERT SPECIALTY AREA>. Here are some of the actions we are taking to keep patients safe:
- [Insert actions taken]
- Image: (Practice to use own graphic)



Additional ideas for social content:

- **Photos, graphics and videos drive higher engagement, and we strongly recommend using original images of your team and practice where relevant**
- **Resources:**
  - » Images: [Pexels.com](https://www.pexels.com) and [Unsplash.com](https://unsplash.com) offer photos for royalty-free use
  - » [Centers for Disease Control and Prevention](https://www.cdc.gov)
  - » [American College of Surgeons](https://www.facs.org)
  - » [American College of Osteopathic Surgeons](https://www.aosps.org)
  - » [American Academy of Orthopaedic Surgeons](https://www.aaos.org)

# Telehealth

- Telehealth 101 for Patients
- Telehealth 101 for Providers

# Telehealth 101 for Patients

If you're in need of health care, your provider may ask you to visit him or her virtually to limit in-office contact and maximize efficiency. Many providers are opting for telehealth – remote video consultations via your phone, tablet or computer – to discuss symptoms, explore treatment options, etc. Before you have your first telehealth visit, it helps to be prepared for what to expect. To help you get ready, here's a guide:

## Make a List

- Come prepared with a list of questions for your provider. Our “Patient-Provider Discussion Guide” is a great tool.
- Write down a list of your symptoms. Indicate when they started and their severity.
  - » Where, specifically, are you experiencing pain or discomfort?
  - » Are you having difficulty making certain movements?
  - » When did you first notice the pain?
  - » On a scale of 1–10, with 10 being the most severe, how would you rate your pain today? Has this changed in the past week? Month?
- Have your personal information handy.
  - » What's your current height and weight?
  - » Do you have a blood pressure monitor? If so, what is your blood pressure?
  - » What's your temperature? Has it changed?
- List any chronic conditions you have.
- List all of your current medications, dosages and frequency of taking.
- Have you been screened or tested for SARS-CoV-2 or COVID-19? If so, what were the results?
- If you are an existing patient of the provider's health system, have your medical record number or other identifying information available so your provider can look up your electronic medical record.
- Familiarize yourself with the technology or system that will be used for your call. Your visit may occur through a variety of platforms – FaceTime, Skype, Zoom, etc. – it's better to know ahead of time and be prepared. If required for telehealth visits, download your health system's app in advance.

## Your Notes

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## Plug In and Get Comfortable

- Make sure your device (phone, tablet, computer) is fully charged and plugged in.
- Make sure you have a reliable internet connection.
- Sit in a comfortable place for the visit and make sure your camera provides a clear view of you for the provider.
- If you're in a shared space, you may want to use a headset or headphones with a microphone, or move to a private space to have the conversation.
- Have paper and pen ready to take notes.
- If you normally would have brought a caregiver to your appointment in person, ask if they can join you for the telehealth visit. Having them in the room can help you remember to ask any questions you may forget.
- Plan to be prepared 10 minutes early with your device connected so you are ready to begin at the time of your appointment.
- To make the best use of this call, contain your questions to the condition(s) for this visit, unless asked to expand any of your answers.

## Speak Clearly and Concisely

- Understand that you may have to wait to be connected.
- Make sure your provider can hear you and see you through your camera.
- Clearly describe your symptoms.
- Answer the provider's questions concisely and with as many details as possible.
- Make notes of your provider's recommendations and ask questions if you are unsure about anything.

## Your Notes

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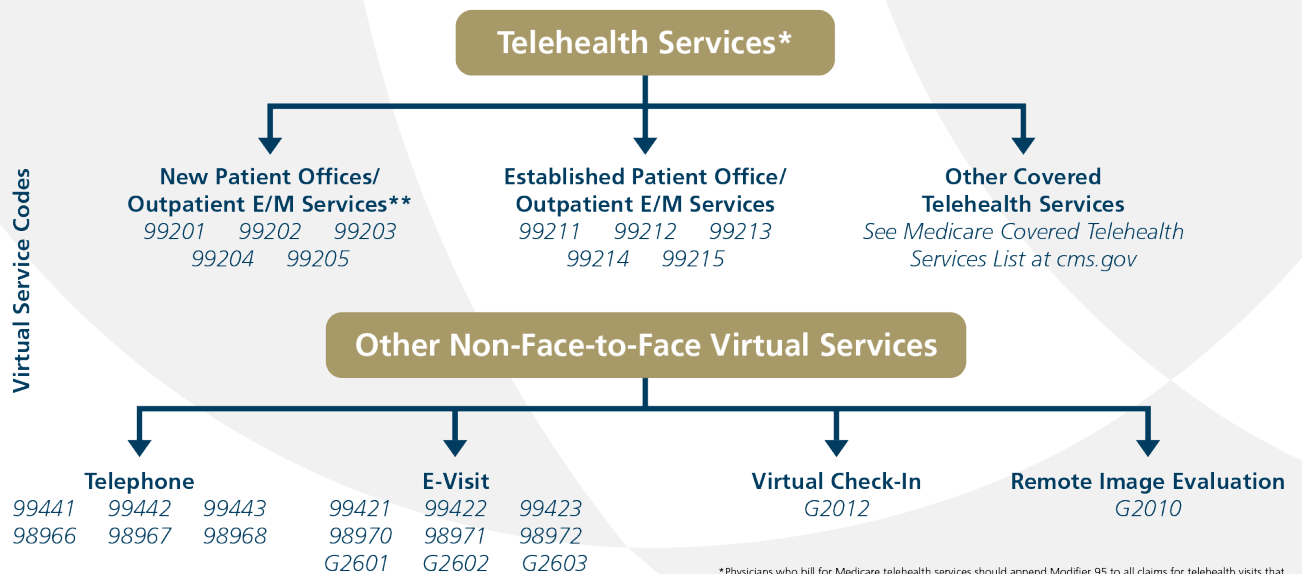
# Telehealth 101 for Providers

By using telehealth and other virtual services, surgeons can reduce potential exposure to COVID-19 while ensuring continuity of care for patients. This document will help you navigate and integrate virtual services into your practice and enhance your ability to safely care for patients during the pandemic. In addition to virtual office visits, you might also consider calling patients directly. Personal touches like that can go a long way toward building patient trust and confidence.

Here are a few practical tips and some important items to note regarding Medicare telehealth rules during the Public Health Emergency (PHE) caused by COVID-19:

1. Treat a telehealth visit just as you would an in-office visit. Also, if you have a Zoom background with **your institution's logo**, put it up.
2. **Start the call on time.** If you have a nurse or other staff member joining, you can treat it like an office visit and have them enter the room virtually.
3. If you have a **tip sheet** about the particular technology (i.e. Zoom, FaceTime, Skype) your facility uses, be sure to send that to the patient ahead of time.
4. Refer to the U.S. Department of Health & Human Services website regarding HIPAA requirements around the delivery of care via telehealth during COVID-19.
5. During the PHE, Centers for Medicare & Medicaid Services (CMS) **expanded its list of services eligible for telehealth coverage** to include emergency department visits, initial nursing facility and discharge visits, home visits, therapy services, and others. Note: Subject to change. We recommend you review the CMS guidance periodically during the PHE.

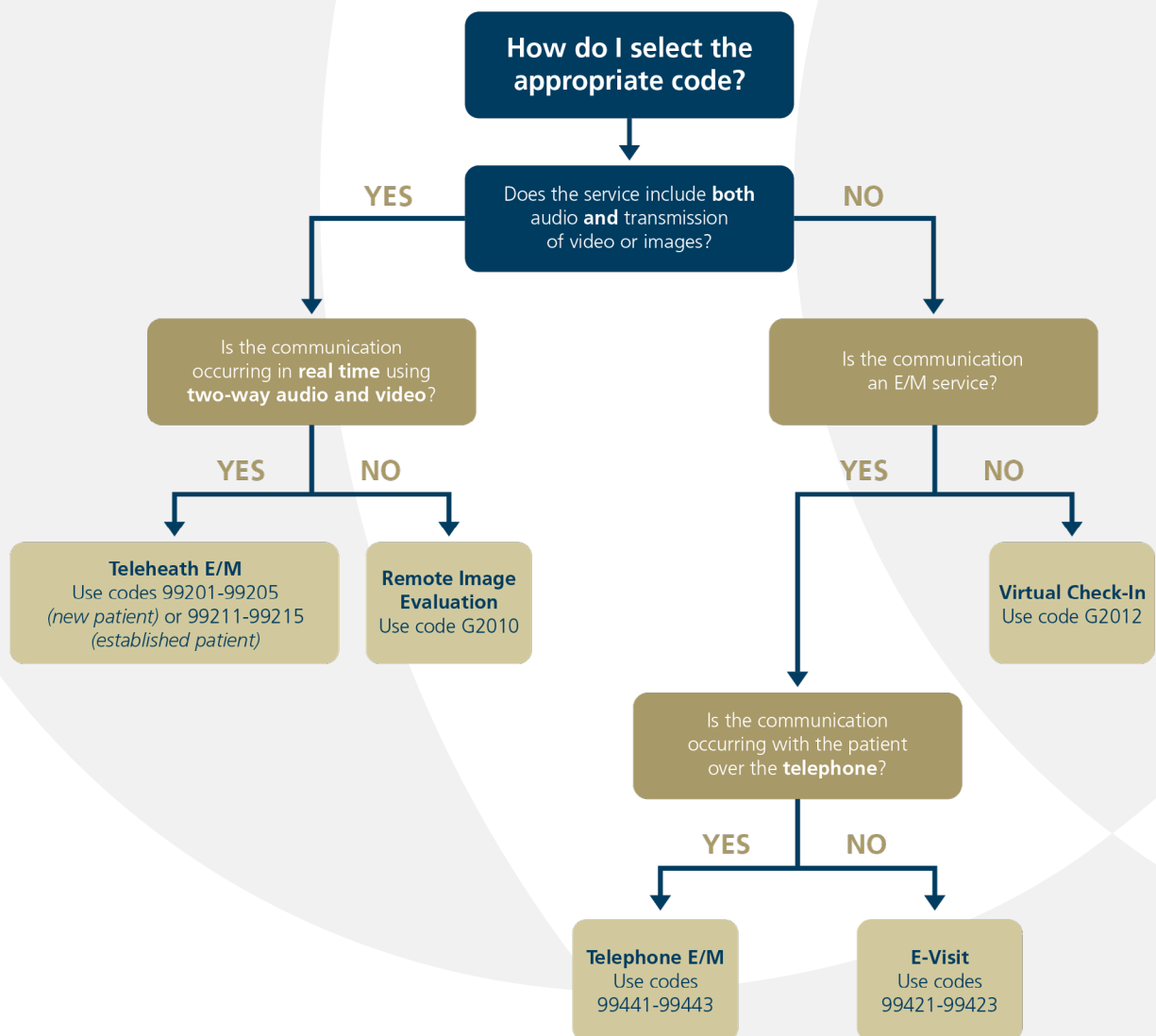
## What Virtual Services are Covered by Medicare?



\*Physicians who bill for Medicare telehealth services should append Modifier 95 to all claims for telehealth visits that would normally be performed as face-to-face visits. This will allow CMS to make appropriate payment for services furnished via Medicare telehealth at the same rate they would have been paid if the services were furnished in person.

6. **Both new and established patients are eligible** for telehealth services. CMS will not conduct audits to ensure that a prior physician/patient relationship existed for claims submitted during the PHE.
7. During the PHE, **all Medicare beneficiaries are eligible to receive telehealth services** regardless of where they live or the site at which the services are furnished.
8. In all claims, include the POS code that would have been reported had the service been furnished in person. Add "**Modifier 95**" to claim lines that describe services furnished via telehealth. Add "**Modifier 95**" and "**Modifier CS**" when you provide COVID-19 testing-related services via a telehealth visit. The CS modifier is used to identify the service as subject to the cost-sharing for COVID-19 testing-related services and indicates that the claim should be reimbursed at 100%, including the amount that would have been paid by the patient.
9. Medicare beneficiary cost-sharing obligations still apply.

## How is the Type of Service Determined?



# Telehealth Reimbursement Guide

## Contents

The growth of telehealth within the U.S. Health Care System enables providers to continue to provide efficient operations, create staffing efficiencies and expand specialty capacity. We are committed to working with you to provide access for patients in the delivery of high-quality healthcare in the right place, at the right time for the right patient.

Under the current environment, telehealth is allowing providers to continue to treat patients. Coverage, coding and payment related to telehealth and telemedicine is complex, changes in Medicare and Commercial coverage policies are happening very quickly. As such, outlined below are common telehealth codes and national payment information. This guide was developed to share current information on Coverage, Coding and Payment for telehealth.

### Coverage

CMS is providing flexibility for healthcare providers to reduce or waive cost-sharing for telehealth visits paid by federal healthcare programs. CMS has also made several related changes to improve access to virtual care. For question and updates related to Medicare coverage check with your local Medicare Administrative Contractor or the national CMS website.

For commercial payers, verify coverage for telehealth services directly with the patient's health plan. Telehealth benefits can vary within individual plan designs. State regulations may exist in your area, check with your local state medical association or society for more information on coverage for telehealth services.

### Coding and Payment

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### Disclaimer

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## Telehealth Visits

CPT® Code	Description	2020 Medicare National Unadjusted Payment			
				Non-Facility	Facility
<b>99201-99205</b> POS 02 for Telehealth (Medicare) Modifier-95 (Commercial Payers)	Office or other outpatient visit for the evaluation and management of a new patient.	<b>99201</b>	Level 1	\$46.56	\$27.71
		<b>99202</b>	Level 2	\$77.23	\$51.61
		<b>99203</b>	Level 3	\$109.35	\$77.23
		<b>99204</b>	Level 4	\$167.09	\$132.09
		<b>99205</b>	Level 5	\$211.12	\$172.51
<b>99211-99215</b> POS 02 for Telehealth (Medicare) Modifier-95 (Commercial Payers)	Office or other outpatient visit for the evaluation and management of an established patient. .	<b>99211</b>	Level 1	\$23.46	\$9.38
		<b>99212</b>	Level 2	\$46.19	\$26.35
		<b>99213</b>	Level 3	\$76.15	\$52.33
		<b>99214</b>	Level 4	\$110.43	\$80.48
		<b>99215</b>	Level 5	\$148.33	\$113.68

## Online Digital Visits

CPT® Code	Description	2020 Medicare National Unadjusted Payment			
				Non-Facility	Facility
<b>99421-99423</b>	Online digital evaluation and management service, for an established patient, for up to 7 days, cumulative time during the 7 days.	<b>99421</b>	5-10 Minutes	\$15.52	\$13.35
		<b>99422</b>	11-20 Minutes	\$31.04	\$27.43
		<b>99423</b>	21 or More Minutes	\$50.16	\$43.67
<b>98970-98972</b>	Qualified nonphysician health care professional online digital assessment and management, for an established patient, for up to 7 days, cumulative time during the 7 days.	<b>98970</b>	5-10 Minutes		
		<b>98971</b>	11-20 Minutes	N/A	N/A
		<b>98972</b>	21 or More Minutes		
HCPCS Code	Description	2020 Medicare National Unadjusted Payment			
<b>G2061-G2063</b>	Qualified non-physician healthcare professional online assessment and management, for an established patient, for up to seven days, cumulative time during the 7 days.	<b>G2061</b>	5-10 Minutes	\$12.27	\$12.27
		<b>G2062</b>	11-20 Minutes	\$21.65	\$21.65
		<b>G2063</b>	21 or More Minutes	\$33.92	\$33.56

\*The current 2020 Medicare Physician Fee Schedule does not price these CPT codes, no RVUs have been established.

POS 02:Telehealth indicates the location where health services and health related services are provided or received, through a telecommunication system. (Effective January 1, 2017)

Modifier -95: Indicates Synchronous Telemedicine Service Rendered via Real-Time Interactive Audio and Video telecommunications System.

## Remote Patient Monitoring

CPT® Code	Description	2020 Medicare National Unadjusted Payment	
		Non-Facility	Facility
99453	Remote monitoring of physiologic parameter(s) (e.g., weight, blood pressure, pulse oximetry, respiratory flow rate), initial; set-up and patient education on use of equipment. (Initial set-up and patient education of monitoring equipment)	\$18.77	Practice Expense Only
99454	Device(s) supply with daily recording(s) or programmed alert(s) transmission, each 30 days. (Initial collection, transmission, and report/summary services to the clinician managing the patient)	\$62.44	
99457	Remote physiologic monitoring treatment management services, clinical staff/physician/other qualified health care professional time in a calendar month requiring interactive communication with the patient/caregiver during the month; first 20 minutes	\$51.61	\$32.84
99458	Each additional 20 minutes (List separately in addition to code for primary procedure)	\$42.22	\$32.84
99091	Collection and interpretation of physiologic data (e.g., ECG, blood pressure, glucose monitoring) digitally stored and/or transmitted by the patient and/or caregiver to the physician or other qualified health care professional, qualified by education, training, licensure/regulation (when applicable) requiring a minimum of 30 minutes of time, each 30 days)	\$59.19	\$59.19

## Telephone Evaluation & Management Services

CPT® Code	Description	2020 Medicare National Unadjusted Payment			
				Non-Facility	Facility
99441-99443	Telephone evaluation and management service by a physician or other qualified health care professional who may report evaluation and management services provided to an established patient, parent, or guardian 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	99441	5-10 Minutes	\$46.19	\$26.35
		99442	11-20 Minutes	\$76.15	\$52.35
		99443	21-30 Minutes	\$110.43	\$80.48

## Sources

Mediregs, Inc, 1998 Wolter Kluwer, accessed 1 July 2020, 3rd Quarter 2020 Medicare Physician Fee Schedule, <http://www.mediregs.com>

## For Additional Questions or Information Contact

DePuy Synthes Mitek Sports Medicine Reimbursement Support Services	<b>800-410-8177</b>
DePuy Synthes Spine Reimbursement Support Services	<b>800-895-7764, Option 2</b>
DePuy Synthes Trauma Reimbursement Support Services	<b>800-895-7764, Option 2</b>
DePuy Synthes CMF Reimbursement Support	<b>888-877-8152</b>
DePuy Synthes Joint Reimbursement Support Services	<b>877-244-0302</b>
DePuy Synthes DePuy Synthes ORTHOVISC® / MONOVISC® Patient Rebate Program Support Services	<b>866-633-VISC (8742)</b>

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# Additional Telehealth Resources

## For More Information on Telehealth, Please Visit:

AMA's COVID-19 Resource Center for Physicians	<a href="https://www.ama-assn.org/delivering-care/public-health/covid-19-2019-novel-coronavirus-resource-center-physicians">https://www.ama-assn.org/delivering-care/public-health/covid-19-2019-novel-coronavirus-resource-center-physicians</a>
AMA STEPS Forward Module on Telemedicine	<a href="https://edhub.ama-assn.org/steps-forward/module/2702689">https://edhub.ama-assn.org/steps-forward/module/2702689</a>
CMS Telehealth Services Fact Sheet	<a href="https://www.cms.gov/newsroom/fact-sheets/medicare-telemedicine-health-care-provider-fact-sheet">https://www.cms.gov/newsroom/fact-sheets/medicare-telemedicine-health-care-provider-fact-sheet</a>
CMS	<a href="https://www.cms.gov/Medicare/Medicare-General-Information/Telehealth/Telehealth-Codes">https://www.cms.gov/Medicare/Medicare-General-Information/Telehealth/Telehealth-Codes</a>
State Telehealth Laws and Reimbursement Policies	<a href="https://www.cchpca.org/telehealth-policy/current-state-laws-and-reimbursement-policies#">https://www.cchpca.org/telehealth-policy/current-state-laws-and-reimbursement-policies#</a>
AHIP's database of policy changes by individual health plan	<a href="https://www.ahip.org/health-insurance-providers-respond-to-coronavirus-covid-19/">https://www.ahip.org/health-insurance-providers-respond-to-coronavirus-covid-19/</a>
American Academy of Orthopedic Surgeons (AAOS) COVID-19 Resource Page	<a href="https://www.aaos.org/about/covid-19-information-for-our-members/">https://www.aaos.org/about/covid-19-information-for-our-members/</a>
North American Spine Society Telemedicine FAQ	<a href="https://www.spine.org/Portals/0/assets/downloads/Publications/NASSInsider/TelemedicineFAQ.pdf">https://www.spine.org/Portals/0/assets/downloads/Publications/NASSInsider/TelemedicineFAQ.pdf</a>
American Academy of Orthopedic Surgeons (AAOS) Telemedicine Checklist	<a href="https://www.aaos.org/quality/practice-management/telemedicine/">https://www.aaos.org/quality/practice-management/telemedicine/</a>

**Reach out to your state medical association/society for more detailed information and resources on licensure, coverage, and payment policies.**

## Helpful Links:

- » [DePuy Synthes Home Page](#)
- » [DePuy Synthes COVID-19 Resources](#)
- » [DePuy Synthes Contact Us Page](#)
- » [Johnson & Johnson Institute COVID-19 Community Hub](#)

# Undergoing Surgery During COVID-19: 10 Things to Discuss with Your Provider

The SARS-CoV-2 virus and resulting COVID-19 pandemic has changed the way we manage our everyday lives, but it has not eliminated the need to seek healthcare treatment. If you are undergoing an orthopaedic procedure, here are 10 questions you may want to discuss with your provider as you consider your options.



## Is telehealth an option for my appointments?

Remote video or phone consultations may be virtual options for your pre- or post-surgical appointments. These options allow those who do not need to be physically present to schedule virtual visits instead. However, not all orthopaedic appointments are appropriate for telemedicine.

## Will I require screening or testing for SARS-CoV-2 or COVID-19?



Screening or testing will be required for all patients having surgery to make sure you have not been exposed to COVID-19 and have had no symptoms consistent with the disease. Or if you had COVID-19 in the past, that you are eligible for surgery.



## Should I quarantine before my surgery?

It's likely your provider will recommend that you quarantine for several days before surgery. Typically, this is done between the time you were screened or tested and the time of your scheduled procedure. Your provider will offer personalized instructions and detailed precautions you should take before your procedure.



## What special precautions are you taking to ensure this facility is safe from COVID-19?

Facilities are practicing physical distancing and other precautionary measures, such as limitations on visitors, as recommended by federal, state and local government agencies to protect yourself. Facility staff will wear personal protective equipment and are screened routinely.



## If I develop symptoms of COVID-19 or come into contact with someone that has symptoms, can I proceed with my procedure?

Please contact your provider's facility right away if you develop symptoms of COVID-19 or have come into contact with someone who has symptoms or who has tested positive. It is possible that your procedure will be postponed. Your provider will discuss your options and determine a plan of care that is right for you.

## What special precautions are you taking to ensure the operating room and the surgical team are safe from COVID-19?



Facilities follow extensive cleaning, disinfection and sterilization procedures in line with government requirements and industry recommendations. Facilities also have appropriate air flow and surface disinfection in the operating rooms, which helps to decrease potential disease transmission. Operating room and other facility staff will wear personal protective equipment and are screened routinely.



## Can I bring a family member to my procedure?

Almost all orthopaedic procedures require some degree of sedation. This means someone will need to take you to the facility, and someone will need to drive you home. A friend or family member will also need to receive your discharge instructions.

Depending upon the facility, your companion may be able to wait in a specially designated area or may only be able to drop you off and pick you up at the entrance to the facility. Some exceptions may be made if you are a parent bringing a child for surgery.

## Will having this procedure put me at higher risk for COVID-19 as I recover?

Your provider understands your medical condition and made the recommendation for you to undergo a procedure after thoroughly assessing your benefits and risks – including having this surgery during the pandemic. Please discuss any concerns with your healthcare team.



## What happens if I develop symptoms of COVID-19 after my surgery?

Even though you may have tested negative for COVID-19 before surgery, it is possible to contract the virus afterward. If you are experiencing symptoms such as fever, headache, nausea, vomiting or shortness of breath, contact your provider to determine the appropriate next steps.



## After I am discharged, will I have to take special precautions for physical or social distancing?

It is important to take precautions against exposure to the SARS-CoV-2 virus and the spread of COVID-19 both before and after surgery. Avoid crowds, maintain physical (social) distancing, practice good hygiene, frequently wash hands with soap and water, and try to avoid close contact with friends or family members who work in areas where they may be exposed to the virus. Your provider will offer personalized instructions and detailed precautions you should take following your procedure.