Telehealth

Visibility to telehealth operations and reimbursement

To combat anemic schedules due to the COVID-19 pandemic, many providers rapidly implemented telehealth services. While telehealth allows providers to continue caring for many of their patients, it also helps practices financially. While Medicare reimbursements will remain in place for a while, it's important to gain unit cost and reimbursement clarity along with operational performance data. These are key areas where performance information is immediately needed to ensure your telehealth service is performing financially and running smoothly, efficiently, and safely.

Telehealth is a viable way to continue seeing patients without risk of exposure and keeping your practice safe. Compare your telehealth service with in-person metrics with the WhiteSpace Health Telehealth module. A quick glance at our dashboard will provide trends that you most want to watch. Configure alerts to notify you when important thresholds are crossed. Easily pinpoint and dig into specific issues as soon as they arise through drill down capabilities.

Encounter volume

Want to know how telehealth encounter volume compares to in-person? Or need to track the number of encounters via telehealth versus in-person? WhiteSpace Health can help you uncover variations from a number of perspectives: telehealth patient volumes by location, specialty, provider, and financial class. Use our tap to drill down capabilities and traverse from interesting high-level trends to segment specific metrics. Since volume is a key indicator in managing utilization levels, it's important to track the number of telehealth patients each provider saw, and whether those visits have charges on posted to them.

Telehealth specific revenue insights

Utilize revenue trends to understand the health of the service. Source detailed information about charges, payments, adjustments, and refunds. Filter by provider, specialty, location, and date to analyze trends and obtain actionable information.
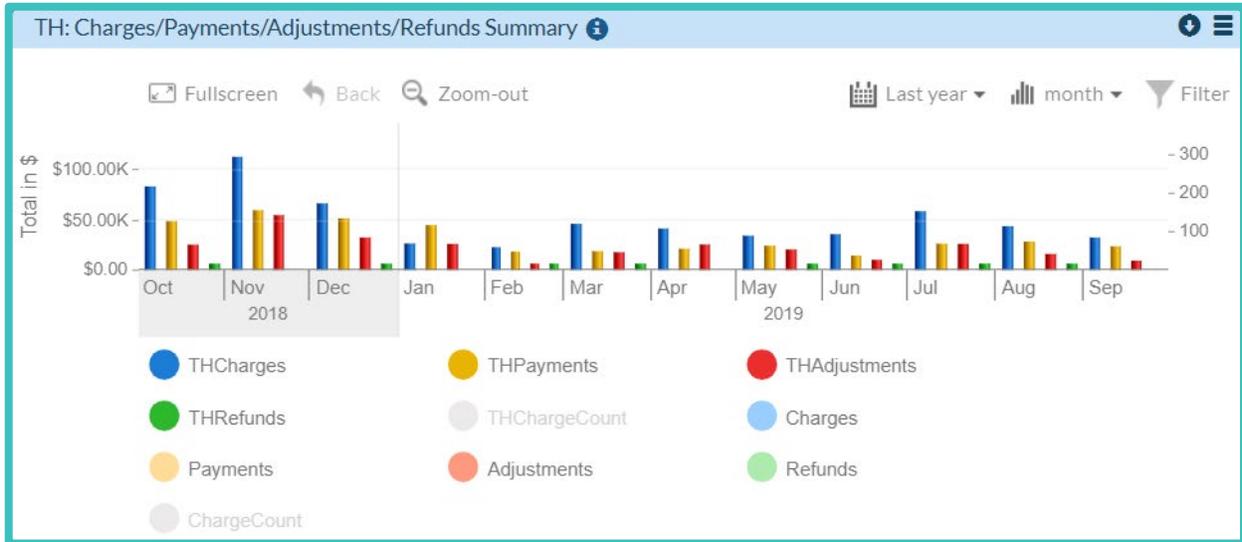
## Procedure codes by specialty

Physicians, extenders, and administrators are always keeping an eye out for telehealth revenue and operations improvement opportunities. Since providers often want to physically examine patients prior to agreeing to see them via telehealth, CPT codes are an important measure of how many established patients can be seen via telehealth. Since the total of CPT codes by service level directly impacts collections, keeping track of these code volumes and their billings directly translates to financial health.

Denials

Denials usually indicate a misstep earlier in the revenue cycle. Since resolving denials is a labor intensive and expensive process that directly impacts A/R days and collections, it's important to identify denial trends early and figure out why they're occurring so the root cause can be addressed and future denials avoided.

Since telehealth reimbursement is rapidly evolving, keeping up with these trends is a challenge. Filters are available in our Telehealth module that allow you to compare providers, locations, services and more to better understand your denials. You can also dig deep into a specific claim to the transaction level and understand what went awry. You can also elect to add the benchmark data of your choice to your telehealth visualizations, for comparison of your performance against a peer group.
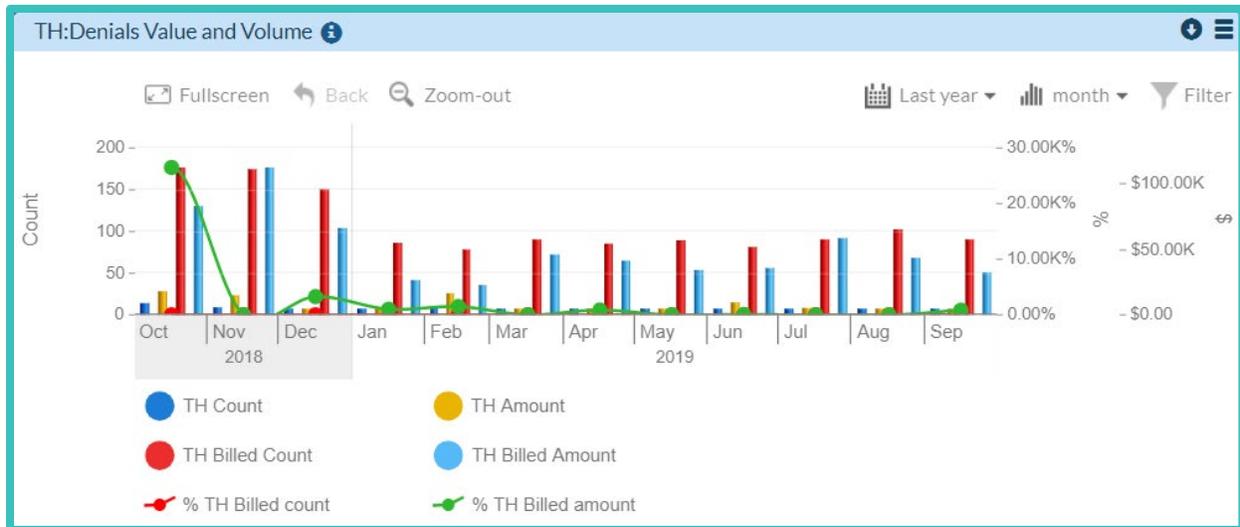
Providers and patients alike are realizing tremendous benefits and challenges too with the introduction of telehealth technology. As with most innovation, coding guidelines, payer contracts and reimbursement models are catching up and evolving. With guidance changing so rapidly, it's important to have visibility to fresh data so you can optimize telehealth visits and collections.