

Q: What EMR/Practice Management does each clinic use?	A: eClinical Works, Greenway and eMDs
Q: Thank you. I just didn't know if there would be proof of attendance sent to us. One of my supervisors sent me this way. I am at an intern at a location in Jonesboro.	A: I will take this back to the team and let them know you were asking about certificates. If we do end up providing one, we will make sure to send one your way.
Q: can you tell me if the telehealth for Ark Medicaid has been extended for therapy services?	A: Hi Laura! All Medicaid telehealth memos have been posted to the DHS website. I think you will find all the information needed. Please let me know if you need additional assistance. A: https://humanservices.arkansas.gov/resources/response-covid-19/response-covid-19-providers
Q: what about visits with nursing home residents?	A: Thank you! We will ask the panelists your question. A: Carrie Foster answered: Had scenario yesterday. NH staff called and did video with physician and was able to prescribe medication.
Q: How do you handle lab work, v/s & other invasive procedures using telehealth?	A: We will ask the panelists to address. A: M Tate: patients needing lab are instructed to come to the clinic; vitals-if patient was seen within the last three months the doctor may ask the parent to weigh child; bp - some patients have bp monitors at home; then based on needs, patient may be instructed to come to clinic.
Q: What apps are they using for telehealth to insure complete privacy for HIPAA?	A: Using Doxy.Me, but had connectivity problems; long-term will adopt HIPAA-compliant process; using FaceTime and Zoom currently.
Q: If they performing wellness visits over telehealth, how are they documenting the exam portion?	A: Not doing telehealth visits for well-child care. PE is a concern for her doctors. Continue with well-child face to face. Have a clinic using private entrance. - A: Carrie Foster: Focusing on Medicare population. Can do portion of exam over phone and lab can be drawn at a later date. A: Hi Christa! Have you checked the current requirements regarding HIPAA and telehealth? https://afmc.org/covid-19-updates-and-resources/
Q: Exam question not answered?	A: Hey Kelly! Are you asking related to children or adults? Can you give me more details?
Q: I am a school nurse and had to cancel our free sports physicals clinic. AAA will still require them for next school year. Do any of you have any advice on how to do the sports physicals?	A: Great question. We will ask a panelist for feedback. A: We have a separate building for well-child care and require patient to come on-site for sports physicals. Cheryl Arnold: Some schools are suggesting they may waive sports physicals. We're trying to figure out what kind of

	<p>demand there will be when schools re-open, evaluate if we will need to change workflows to accommodate well kids for sports physicals. We were told schools would not be offering school physical exam services this year so demand will be high! We require kids to come in for sports exams.</p>
<p>Q: I missed the answer on what software they are using, please.</p>	<p>A: Cheryl Arnold is using multiple – FaceTime and Zoom. They tried Doxy.Me but had connectivity issues with this application. Carrie uses VisuWell as their platform and Marilyn is using Doxy.me. Does this help?</p>
<p>Q: Do you do in-house billing and if you do, have you received any denials for the telehealth visits?</p>	<p>A: Thank you! We will ask the panelists your question.</p> <p>A: Tracking billing closely. Some co-pays waived for telehealth. Getting paid very well by most payors. Self-insured plans with BCBS as admin ... hey are having trouble with ... their telehealth coverage requires specific mode of communication.</p> <p>A: Difficult in an already difficult environment ... BCBS plans.</p>
<p>Q: if you bring sick patients in building, how are you cleaning those exam rooms?</p>	<p>A: Thank you! We will ask your question to the panelists.</p> <p>A: Removed everything from waiting room. Bleach water, wiping down chairs, walls, etc.</p> <p>A: Bleach and wipes done every day, even during flu season. They make sure everything in clinic is wiped down.</p> <p>A: For patients with symptoms, will close that room down for 30 minutes, wipe down the walls, chairs, everything in the room to give time for room to dry.</p>
<p>Q: Thank you. I was afraid there is going to be a surge of them once school starts again.</p>	<p>A: Glad this answered your question!</p>
<p>Q: Are you doing this in between each pt? Or how are you protecting the next pt?</p>	<p>A: Yes, this is being completed before and after each patient.</p>
<p>Q: Hi I was wandering if you could tell what code/codes you are using for billing your telehealth visits to Arkansas Medicaid? And what modifiers? Thank you!</p>	<p>A: Hi Brianne! Rhelinda mentioned the AFMC COVID page. I have provided the link below. https://afmc.org/covid-19-updates-and-resources/</p>
<p>Q: How is telehealth being documented by time or medical necessity in chart.?</p>	<p>A: Thank you! We will ask you question to the panelists.</p> <p>A: Providers document telehealth visits based on time spent with patient.</p> <p>A: where time is required, providers are documenting the amount of time spent.</p>