

# FREQUENTLY ASKED QUESTIONS **COVID-19** **AND VIRTUAL HEALTH** FOR PROVIDERS



Email questions or concerns to the Virtual Health Market address:  
**dha.ncr.j-3.mbx.dhhq-vh-market-group@mail.mil**  
*Information current as of June 1, 2020.*

## Clinical Guidance

### HOW DO I ACCESS OFFICIAL DHA VIRTUAL HEALTH GUIDANCE?

**Military Health System (MHS) COVID-19 homepage, with links to other government sites:**  
<https://health.mil/Military-Health-Topics/Combat-Support/Public-Health/Coronavirus>

**Virtual Medical Center (VMC) SharePoint:** <https://info.health.mil/army/VMC/Pages/Home.aspx>

**Defense Health Agency (DHA) Medical Affairs SharePoint:**  
<https://info.health.mil/sites/DADMA/Pages/Home.aspx>

**DHA Healthcare Optimization SharePoint:**  
<https://info.health.mil/hco/clinicsup/hsd/pcpcmh/SitePages/Home.aspx>

**COVID-19 Clinical Operations Group (in milSuite/milBooks):**  
<https://www.milsuite.mil/book/groups/covid-19-clinical-operations-group>

### AM I LEGALLY ALLOWED TO SEE PATIENTS VIRTUALLY FROM MY HOME?

**Yes.** If you are a member of the Armed Services (including U.S. Public Health Service), a civilian U.S. Department of Defense (DoD) employee, or a personal services DoD contractor, and you are a licensed health care provider practicing within the scope of your federal duties, then Title 10 USC Sec. 1094 allows you to practice (including virtual health) in any state, commonwealth, territory, or possession of the United States, regardless of where you or the patient are located. This permission was further elaborated upon in DHA-PM 6025.13 Vol 4.

### IS IT LEGALLY PERMISSIBLE TO SEE PATIENTS IN THEIR HOME VIA VIRTUAL HEALTH IF I'M NOT LICENSED IN THAT STATE?

The provisions above do NOT apply to non-licensed health care providers, non-personal service contract providers (e.g. locum tenens), or TRICARE network providers, (there are some separate allowances for TRICARE providers under the COVID-19 state of emergency).

### HOW DO I GET AN ADOBE CONNECT ACCOUNT TO USE FOR VIRTUAL HEALTH?

A link to get an Adobe Connect account can be found on the **VMC SharePoint:**  
<https://info.health.mil/army/VMC/Pages/Home.aspx>

**ACCESS TO CARE. [info.health.mil/army/VMC/Pages/Home.aspx](https://info.health.mil/army/VMC/Pages/Home.aspx)**  
**REDEFINED** 

## IS THERE BASELINE TRAINING FOR VH PROVIDERS OR PRESENTERS DOING VIDEO VISITS? HOW DO I GET ADOBE CONNECT TRAINING?

1. Clinicians doing virtual video visits should complete the JKO VH Provider Training (DHA -US444); other health care professionals acting as presenters should complete the JKO VH Presenter Training (DHA -US445) at <https://jkodirect.jten.mil>.
2. On the VMC SharePoint, go to Adobe Connect "How to" Videos to access eight short (under 2 minute) single topic training videos on using Adobe Connect.
3. Adobe Connect 20-minutes training video and tip sheets: <https://health.mil/mHealthTraining>.

[Reference: DHA Tiered Telehealth (TH) Health care Support for COVID-19 (27 Mar 20), Attachment 3A Basic Clinic Video Care]

## WHAT IF I RUN INTO CHALLENGES WITH MY MTF OR UNIT ALLOWING ME TO DO VIRTUAL HEALTH?

Not all Military Treatment Facilities (MTFs) or military units currently fall under DHA or Military Service Direct Support agreement arrangements. Please email any questions or concerns to **Virtual Health Market email address** at [dha.ncr.j-3.mbx.dhhq-vh-market-group@mail.mil](mailto:dha.ncr.j-3.mbx.dhhq-vh-market-group@mail.mil) to facilitate specific needs.

## Coding Guidance

### HOW DO I ACCESS THE ELECTRONIC HEALTH RECORD (EHR) FOR DOCUMENTATION?

DHA Tiered Telehealth (TH) Health care Support for COVID-19 (27 Mar 20) provides general guidance on how to document and code the various VH modalities used for patient care delivery. Please also see:

- **The DHA CH VH Quick Reference Guide 01 April 2020:** <https://info.health.mil/army/VMC/Pages/COVID-19/CodingGuidance.aspx>
- **milSuite DHA Coding Workgroup:** <https://www.milsuite.mil/book/community/spaces/dha-pad/coding-work-group/overview>

If you are still experiencing issues, contact your local Information Operations office or email: [dha.ncr.health-care-ops.list.covid-19@mail.mil](mailto:dha.ncr.health-care-ops.list.covid-19@mail.mil)

### HOW DO I CODE MY VIRTUAL HEALTH TELEPHONE OR VIDEO ENCOUNTERS?

**Telephone-only** encounters during COVID-19 response are coded with T2025 in addition to any E/M service provided.

**Audio and Visual** encounters are coded with the appropriate E/M in addition to the GT modifier (MTF to MTF) or 95 modifier (provider to patient location other than MTF)

In addition, the COVID-19 **Virtual Encounter Coding Guidance**, updated 08 April 2020, can be found within the VMC SharePoint site at:

<https://info.health.mil/army/VMC/Pages/COVID-19/CodingGuidance.aspx>

Or **milsuite DHA Coding Workgroup:**

<https://www.milsuite.mil/book/community/spaces/dha-pad/coding-work-group/overview>

## SHOULD I ANNOTATE THE PATIENT'S CELLPHONE/LAND LINE AND THE PHYSICAL ADDRESS THEY ARE CALLING FROM?

**Yes**, this information is necessary in the event an emergency occurs. Please see **DHA Mil Suite Coding Workgroup page**:

<https://www.milsuite.mil/book/community/spaces/dha-pad/coding-work-group/overview>

For further clarification, email **VMED CEN Clinical Documentation**:  
[usarmy.jbsa.medcom-bamc.list.v-medcen-clinical-documents@mail.mil](mailto:usarmy.jbsa.medcom-bamc.list.v-medcen-clinical-documents@mail.mil)

## Virtual Health Consultations

### HOW DO I MAKE AN URGENT PROVIDER-TO-PROVIDER COVID-19 CONSULTATION?

COVID-19 Pulmonary/Critical Care and Infectious Disease Consultation is outlined in Attachment 4 of the DHA Tiered Telehealth (TH) Health care Support for COVID-19 (27 Mar 20). Other urgent specialty consultation can be directed through the VMC at (210) 916-VCCC (8222).

**Effective May 6, 2020, all MTFs and deployed providers can call the ADVISOR Line at 833-ADVSRLN (238-7756) to receive COVID-19 Pulmonary/Critical Care and Infectious Disease Consultations.**

The operator will connect the requesting provider with geographically aligned support and ensure the requesting provider connects with a consulting physician to receive support. ADVISOR is the ADvanced Virtual Support to OpeRational Force (ADVISOR) line.

ADVISOR was initially developed to serve as one phone number for deployed providers to call and receive 24/7/365 tele-consultation support from on-call providers. ADVISOR line options for COVID-19 will include Critical Care, Infectious Disease, Palliative Care and Behavioral Health Tele-consultation support to all MHS MTFs.

### DO I NEED TO GET INFORMED CONSENT?

DODI 6000.14, DoD Patient Bill of Rights and Responsibilities in the Military Health System (MHS) and DHA-PI 6025.10, Standard Processes, Guidelines, and Responsibilities of the DoD Patient Bill of Rights and Responsibilities in the Military Health System (MHS) Military Medical Treatment Facilities (MTFs), establish that patients have a right to receive information and give informed consent.

**Informed consent is required for all virtual health encounters. Informed consent must be verbal and then documented in the EHR.** DHA is working to publish detailed information on this soon, which will be available on the VMC SharePoint.

Providers need to still ensure they follow patient privacy rules.

## IT Guidance

### I AM HEARING CONFLICTING REPORTS ON WHICH COMMERCIAL AUDIO/ VIDEO PRODUCTS I CAN USE

During the COVID-19 national emergency, permission has been given for MHS clinicians to utilize a limited number of non-DoD network clinical video options, at local Command/Management discretion. **Presently, the only approved applications are:**

- Apple Facetime
- Google Duo
- Microsoft Skype

Use of these technologies is **optional**. Incorporation into MTF workflows is also optional and delegated to individual facility commanders and directors to decide. **There is no formal training on how to implement use of these technologies. Facility commanders and directors should carefully consider if these capabilities actually add value or create more of a burden to actual operation.**

[DHA Tiered Telehealth (TH) Health care Support for COVID-19 (27 Mar 20), Attachment 3B Supplemental Information: Use Of Non-Public Facing Everyday Communication Technologies]

### HOW LONG DOES IT TAKE TO GET APPROVAL ONCE THE ADOBE CONNECT ACCOUNT REQUEST HAS BEEN SUBMITTED?

The VMC has made accommodations to support Adobe Account creation during the COVID-19 crisis. Many of the required documentation and approvals to expedite the account creation process have been removed. The IT Staff's goal is to have your account created within 48 business hours from submission and you will have your new account as soon as possible.

### I AM HAVING CONNECTIVITY ISSUES

The Adobe Connect 20-minute training video and tip sheets (<https://health.mil/mHealthTraining>) may help you troubleshoot the problem. Contact your local Information Operations team for persistent connectivity issues.

### DOES MHS HAVE ENOUGH ADOBE CONNECT LICENSES TO SUPPORT TELEHEALTH?

**Yes**, at this time, enough Adobe Connect licenses exist to more than cover need. In addition, DHA HQ VH elements are constantly re-evaluating the need to plan for further acquisition, if required.

## HOW DO I ACQUIRE NEEDED EQUIPMENT/HARDWARE?

1. Local GSA Purchase through Government Credit Card: Immediate need using MTF funding for direct shipment to facility.
  - a. Instruction: <https://smartpay.gsa.gov/>
2. Submit Request to VMC: Utilization of DHA central funding. There may be a delay in receipt of equipment due to shipment from a central location.
  - a. <https://info.health.mil/army/VMC/Pages/Home.aspx>
  - b. 4-6 week delivery time
  - c. The VH PMO and VMC will work with local Information Officer, and other appropriate personnel, to ensure that the USB connections are properly accounted for and provisioned.

## Privileging Guidance

### HOW DO I MAKE SURE I AM PRIVILEGED TO PROVIDE VH ENCOUNTERS?

DHA-PM 6025.13, Volume 4 outlines the overall Credentialing and Privileging (CP) Program to include requirements for licensure, credentials, and provider competency assessment. For further information on VH CP documentation to include the Telemedicine Privilege by Proxy (TPbP) Process see the **VMC SharePoint**: <https://info.health.mil/army/VMC/Pages/COVID-19/PrivilegingGuidance.aspx>