

What to Say to Customers?

Video Visits for New Patients Scripting

Updated: March 25, 2020

Please use the following instructions and tips to help new patients schedule a video visit and understand billed charges and general insurance coverage.

General Information for Providers and Clinic Managers

- New patients can be seen using a Video Visit.
- Most payers are covering VVs for new patient visits, but not all. SelectHealth and United will cover NPVs.
- Coding levels supported for new patient VVs will be 99201, 99202 or 99203s. If you are a hospital-based clinic, please look up your codes to be sure your cost is accurate.
 - 99201 charge = \$69 (Do not recommend this be part of the cost estimate in scripting)
 - 99202 charge = \$119
 - 99203 charge = \$173
- Not all care is appropriate for a Video Visit:
 - For primary care, some guidelines have been given for treatment of acute conditions that should mirror the Connect Care urgent service:
 - Patient facing information: [Connect Care Right for Me? Patient Directed Condition Instructions](#)
 - Connect Care Urgent service provider treatment protocols: [Connect Care Urgent Clinical Guidelines for Providers - Adult, Pediatric](#)
 - For specialty care, each clinic will need to triage/screen and give direction to schedulers when video visits are appropriate.
 - If a video visit is initiated, and the provider determines effective care can't be given via video, the VV can be cancelled. The patient should be rescheduled for an in-person appointment and will not be charged for the VV.

Scheduling Instructions

- SVV: Use the VV ROV appointment type (no NPV appointment type is currently available), add NPV to scheduling comment.
- AVV: Use the VV NPV (Rev Cycle), VV AV (Schapptbook) appointment types. Add NPV to scheduling comments since these types are being used for all types of appointments now.

Scripting

(Patient wants to schedule a video visit)

- *Most, but not all payers are covering new patient video visits. We recommend you check with your insurance.*
- *If your health plan doesn't cover a video visit, you will be responsible for the charge. We estimate the cost will be between \$120 and \$200, depending on the care given and time spent. Please remember this is just an estimate.*
- *It is also important to know that not all care can be provided via video visit. It is possible the physician will not be able to address your concerns or will need you to come in for an in-person visit. If that happens, we will contact you to reschedule you for an in-person visit and you or your insurance will not be charged for the video visit.*