Calendar Year 2019 Uniform Data System (UDS) Reporting Virtual Visits and the Mental Health and Substance Use Disorder Services Reporting Addendum

September 17, 2019 1:00-2:30pm ET

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Opening Remarks

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Bureau of Primary Health Care

Health Resources and Services Administration

Agenda

- Welcome
- Definition and reporting of virtual visits
- Reporting of mental health (MH) and substance use disorder (SUD) services provided at health centers
- Resources and references
- Questions and answers

Objectives of the Webinar

By the end of the webinar, participants will be able to:

- Define virtual visits

- Accurately report virtual visits

- Understand what visits or services are to be reported in the MH and SUD services addendum

- Access additional reporting support

Purpose of Table 5: Staffing and Utilization

Provides a profile of health center staff, the number of visits, and the number of patients served in each service category:

- Medical
- Dental
- Mental health
- Substance use disorder
- Vision
- Other professional
- Enabling

Line	Personnel by Major Service Category	FTEs (a)	Clinic Visits (b)	Virtual Visits (b2)	Patients (c)
1	Family Physicians				
2	General Practitioners				
3	Internists				
4	Obstetrician/Gynecologists				
5	Pediatricians				
7	Other Specialty Physicians				
8	Total Physicians (Lines 1–7)				
9a	Nurse Practitioners				
9b	Physician Assistants				
10	Certified Nurse Midwives				
10a	Total NPs, PAs, and CNMs (Lines 9a–10)				
11	Nurses				
12	Other Medical Personnel				
13	Laboratory Personnel				
14	X-ray Personnel				
15	Total Medical (Lines 8 + 10a through 14)				
16	Dentists				
17	Dental Hygienists				
17a	Dental Therapists				
18	Other Dental Personnel				
19	Total Dental Services (Lines 16–18)				
20a	Psychiatrists				
20a1	Licensed Clinical Psychologists				
20a2	Licensed Clinical Social Workers				
20b	Other Licensed Mental Health Providers				
20c	Other Mental Health Staff				
20	Total Mental Health (Lines 20a-20c)				
*	*Excerpt from Table 5*				

Reporting Clinic Visits and Virtual Visits

Reporting Visits on Table 5: Definition of a Visit

Visit: A documented contact between a patient and a licensed or credentialed provider who exercises his/her independent, professional judgment in the provision of services to the patient

- Virtual visits are allowable for each of the service categories. **This is the only change to the definition of a visit. All other criteria remain the same.**

Definition: Clinic Visits

Report documented *face-to-face contact* between a patient and a licensed or credentialed provider who exercises his/her independent, professional judgment in the provision of services to the patient.

Reporting Clinic Visits on Table 5

- **Report clinic visits by service category in Column B**

- **Include visits:**
  - Provided by staff reported in Column A (employed directly or contracted on an hourly basis)
  - Purchased from contracted providers on a fee-for-service basis

Line	Personnel by Major Service Category	FTEs (a)	Clinic Visits (b)	Virtual Visits (b2)	Patients (c)
1	Family Physicians				
2	General Practitioners				
3	Internists				
4	Obstetrician/Gynecologists				
5	Pediatricians				
7	Other Specialty Physicians				
8	Total Physicians (Lines 1–7)				
9a	Nurse Practitioners				
9b	Physician Assistants				
10	Certified Nurse Midwives				
10a	Total NPs, PAs, and CNMs (Lines 9a–10)				
11	Nurses				
12	Other Medical Personnel				
13	Laboratory Personnel				
14	X-ray Personnel				
15	Total Medical (Lines 8 + 10a through 14)				
16	Dentists				
17	Dental Hygienists				
17a	Dental Therapists				
18	Other Dental Personnel				
19	Total Dental Services (Lines 16–18)				
20a	Psychiatrists				
20a1	Licensed Clinical Psychologists				
20a2	Licensed Clinical Social Workers				
20b	Other Licensed Mental Health Providers				
20c	Other Mental Health Staff				
20	Total Mental Health (Lines 20a-20c)				
*	*Excerpt from Table 5*				

Definition: Virtual Visits

Report documented *virtual (telemedicine/telehealth) contact* between a patient and a licensed or credentialed provider who exercises his/her independent, professional judgment in the provision of services to the patient.

- **Virtual visits must be provided using interactive, synchronous audio and/or video telecommunication systems that permit real-time communication between the provider and a patient**
- **Virtual visits should use telemedicine-specific CPT or HCPCS codes with:**
  - GT – Via interactive audio and video telecommunications systems
  - .95 – Synchronous telemedicine service rendered via a real-time interactive audio and video telecommunications system

Reporting Virtual Visits on Table 5

- **Report virtual visits by service category in Column B2**

- **Include virtual visits:**
  - Provided by staff reported in Column A (employed directly or contracted on an hourly basis)
  - Purchased from contracted providers on a fee-for-service basis

Line	Personnel by Major Service Category	FTEs (a)	Clinic Visits (b)	Virtual Visits (b2)	Patients (c)
1	Family Physicians				
2	General Practitioners				
3	Internists				
4	Obstetrician/Gynecologists				
5	Pediatricians				
7	Other Specialty Physicians				
8	Total Physicians (Lines 1–7)				
9a	Nurse Practitioners				
9b	Physician Assistants				
10	Certified Nurse Midwives				
10a	Total NPs, PAs, and CNMs (Lines 9a–10)				
11	Nurses				
12	Other Medical Personnel				
13	Laboratory Personnel				
14	X-ray Personnel				
15	Total Medical (Lines 8 + 10a through 14)				
16	Dentists				
17	Dental Hygienists				
17a	Dental Therapists				
18	Other Dental Personnel				
19	Total Dental Services (Lines 16–18)				
20a	Psychiatrists				
20a1	Licensed Clinical Psychologists				
20a2	Licensed Clinical Social Workers				
20b	Other Licensed Mental Health Providers				
20c	Other Mental Health Staff				
20	Total Mental Health (Lines 20a-20c)				
*	*Excerpt from Table 5*				

What Counts as a Virtual Visit?

Examples of Type of Service	Count	Do Not Count
Health center provider provides in-scope services via telemedicine/telehealth to a patient not physically present in the same location as the provider.	X	
Health center provider provides out-of-scope services via telemedicine/telehealth to a patient not physically present in the same location as the provider.		X
A patient at the health center is provided services by a non-health center provider not physically present at the health center through telemedicine/telehealth, and the health center covers the cost of the services by the other provider.	X	
A patient at the health center is provided services by a non-health center provider not physically present at the health center through telemedicine/telehealth, and the health center does not pay for the services.		X
A provider at the health center confers with a provider at a different health center via video chat regarding a patient's care.		X
A patient and a provider discuss a patient's health concerns via a secure email through the EHR.		X
A staff member at the health center takes a photograph of a patient's skin condition and sends it through the portal to a provider not physically present at the health center for diagnosis (i.e., "telederm" or "store and forward" model).		X
A patient at the health center is provided services by a provider not physically present at the health center through telemedicine/telehealth and who does not have access to the health center's HIT/EHR. The health center pays for the services.		X
Interaction is not coded or charged as telemedicine/telehealth services.		X

*Table assumes that interactions meet the other criteria of a visit (i.e., documented, conducted by a provider who exercises independent and professional judgement).

Counting Multiple Visits

- **On any given day, a patient may have only one visit per service category**
- **If multiple medical providers in a single category deliver multiple services at the same location on a single day, count only one visit**

- **If medical services are provided by two different medical providers located at *two different sites* on the same day, count two visits**
  - A virtual visit and a clinic visit are considered to be two different sites and may both be counted as visits even when they occur on same day

Definition: Patients

Patient: A person who has at least one reportable visit in one or more categories of services

***Within each service category*, include in Column C as *one* patient:**

- A person who had one or more countable clinic visits

- A person who had one or more countable virtual visits

- A person who had one or more countable clinic visits *and* one or more virtual visits

Effect of Virtual Visits on Other Tables

- **Patients reported as having had a virtual visit on Table 5 will:**
  - Be included in the Patient Profile Tables 3A, 3B, 4, and the ZIP Code Table
  - Be included in all clinical measures on Tables 6A, 6B, and 7 for which they meet the inclusion criteria
- **The costs of virtual visits will be included on Table 8A**
- **The revenues that support virtual visits will be included in Tables 9D and 9E**

Resources for Telemedicine/Telehealth

- **UDS Training Website:** Contains UDS Reporting Instructions, Virtual Visit Reporting Handout, and other training resources

- **Telehealth Resource Centers:** 12 HRSA-supported regional and two national centers (including the Center for Connected Health Policy) provide expert and customizable technical assistance, advice on telehealth technology and state-specific regulations, and policies such as Medicaid, private payers, and Medicare

- **Centers for Medicare and Medicaid Services' Telehealth Services:** Provides Medicare telehealth services definitions

- **Health Information Technology, Evaluation, and Quality Center (HITEQ):** A HRSA-funded National Cooperative Agreement

Substance Use Disorder and Mental Health Services Addendum

Purpose of Addendum

- Provide data on mental health services provided by medical providers

- Provide data on substance use disorder services provided by medical providers and mental health providers

- Together with services/visits reported in the main part of Table 5, the Addendum provides an unduplicated count of MH and SUD services across all provider types

Reporting MH/SUD Services in the Addendum

- **All activity counted in the addendum is already reported in the main section of Table 5 (Lines 1-34)**
- **Examples:**
  - A physician who sees a patient for treatment of depression
  - A physician assistant who provides medication assisted treatment (MAT) services to a patient with an opioid use disorder
  - A licensed clinical psychologist who sees a patient for mental health problems exacerbated by a substance use disorder

Reporting Personnel in the Table 5 Addendum

- **In Column a1, report the *number* of providers by type of MH and/or SUD services**
  - Providers are to be counted in multiple service categories, as appropriate
  - Providers contracted on a fee-for-service basis should be counted

  FTEs are not reported in Column a1.

Selected Service Detail Addendum					
Line	Personnel by Major Service Category: Mental Health Service Detail	Personnel (a1)	Clinic Visits (b)	Virtual Visits (b2)	Patients (c)
20a01	Physicians (other than psychiatrists)				
20a02	Nurse Practitioners				
20a03	Physician Assistants				
20a04	Clinical Nurse Midwives				
	Personnel by Major Service Category: Substance Use Disorder Detail	Personnel (a1)	Clinic Visits (b)	Virtual Visits (b2)	Patients (c)
21a	Physicians (other than Psychiatrists)				
21b	Nurse Practitioners (Medical)				
21c	Physician Assistants				
21d	Certified Nurse Midwives				
21e	Psychiatrists				
21f	Licensed Clinical Psychologists				
21g	Licensed Clinical Social Workers				
21h	Other Licensed Mental Health Providers				

Reporting Visits in the Table 5 Addendum

- **Report the number of clinic and virtual visits by provider type, where the service included:**
  - Treatment for mental health (Lines 20a01-20a04), or
  - Substance use disorder services (Lines 21a-21g)

- **Count any visits in which substance use or mental health services were provided**

Selected Service Detail Addendum					
Line	Personnel by Major Service Category: Mental Health Service Detail	Personnel (a1)	Clinic Visits (b)	Virtual Visits (b2)	Patients (c)
20a01	Physicians (other than psychiatrists)				
20a02	Nurse Practitioners				
20a03	Physician Assistants				
20a04	Clinical Nurse Midwives				
	Personnel by Major Service Category: Substance Use Disorder Detail	Personnel (a1)	Clinic Visits (b)	Virtual Visits (b2)	Patients (c)
21a	Physicians (other than Psychiatrists)				
21b	Nurse Practitioners (Medical)				
21c	Physician Assistants				
21d	Certified Nurse Midwives				
21e	Psychiatrists				
21f	Licensed Clinical Psychologists				
21g	Licensed Clinical Social Workers				
21h	Other Licensed Mental Health Providers				

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Which Visits to Include

- Use ICD-10 diagnostic codes associated with the visit to document/count the delivery of MH or SUD treatment services by medical and MH providers

- Include only visits documented with acceptable ICD-10 MH or SUD diagnosis codes

- Exclude visits in which the only MH or SUD services provided were:
    - Screening
    - Medication delivery or refill
    - Patient education
    - Referral
    - Case management

Resources

- **UDS Training Website**
  - UDS Reporting Instructions Manual
  - Mental Health/Substance Use Disorder Services Detail Handout
  - Other training resources

Questions and Answers

Webinars

- **Upcoming Webinars**
  - UDS for Clinicians: Review of Clinical Tables and Measures to Support Quality Improvement (9/26/19, 1:00-2:30 PM ET)
  - UDS for Financial Staff: Review of Financial Tables and Comparative Performance Metrics (10/3/19, 1:00-2:30 PM ET)
  - Strategies for Successful UDS Reporting (10/17/19, 1:00-2:30 PM ET)
  - UDS For BHWs: Review of Reporting Requirements (11/14/19, 1:00-3:00 PM ET)
  - New UDS Reporting Requirements for 2020 (May 2020)
- **Webinars will be archived on HRSA's Health Center Program website.**

UDS Support

- **UDS Reporting Instructions: https://bphc.hrsa.gov/sites/default/files/bphc/datareporting/reporting/2019-uds-manual.pdf**
- **UDS Training Website: http://bphcdata.net/html/bphctraining.html**

Ongoing content-related questions can be addressed to UDSHelp330@BPHCDATA.NET 866-UDS-HELP

For other questions, consult the Support Center Information Guide

http://bphcdata.net/docs/support_center_quick_guide.pdf

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