

FAQs from the AAPM&R Webinars: March 31-April 2, 2020

AAPM&R hosted 3 webinars from March 31 – April 2, 2020 to understand the current state of our members' experiences in the inpatient and outpatient settings related to COVID-19. [Visit this page](#) to view those recordings. During the webinars, we received many questions that were unable to be answered live. To further assist you, we've rounded up a variety of the questions we received that have been answered by AAPM&R staff. Our responses are based on credible resources that are posted in our [Member Support and Resource Center](#), and have been answered to the best of our ability.

We received other questions that are not in this document that asked for opinions on clinical judgment. We are using these questions to help create future webinars and critical conversations between our membership.

Thank you for your engagement! If you have additional questions or comments please email covidresponse@aapmr.org.

March 31, 2020 – Lessons Learned: How to Navigate the COVID-19 Crisis from the Inpatient Setting Webinar

Question: What are some guidelines from the CDC on PPE gear and wearing masks?

Answer: CDC has an extensive [resource](#) on wearing PPE gear during the COVID-19 outbreak.

April 1, 2020 – Lessons Learned: How to Navigate the COVID-19 Crisis from the Outpatient Setting Webinar

Question: Have telehealth restrictions been lifted across state lines? If so, what are some of the important guidelines psychiatrists need to know about conducting telehealth across state lines?

Answer: CMS has [waived](#) the Medicare requirement that a physician or non-physician practitioner must be licensed in the state in which s/he is practicing for individuals from whom the following 4 conditions are met: 1) must be enrolled as such in the Medicare program, 2) must possess a valid license to practice in the state which relates to his or her Medicare enrollment, 3) is furnishing services – whether in person or via telehealth – in a state in which the emergency is occurring in order to contribute to relief efforts in his or her professional capacity, and 4) is not affirmatively excluded from practice in the state or any other state that is part of the 1135 emergency area. This waiver does not have the effect of waiving state or local licensure requirements or any requirement specified by the state or a local government as a condition for waiving its licensure requirements.

Question: Does the AAPM&R website have guidance for opiate-related issues?

Answer: AAPM&R's website does not have official guidance on opiate issues, but we are happy to add resources to our [Member Support and Resource Center](#), which is updated daily.

Question: What resources are available that psychiatrists can use to direct patients for home exercises?

Answer: AAPM&R members interested in resources for home exercises are strongly encouraged to go to the PhysForum group, [Care in the Time of COVID-19](#), to review the resources in the thread "[Home Exercises for COVID-19 Patients](#)." AAPM&R is also working on developing resources related to home health exercises.

Question: For the video telehealth visits, what platforms can be used? Does it need to be HIPAA compliant?

Answer: The HHS Office for Civil Rights (OCR) has waived potential HIPPA penalties for good faith of use of telehealth during the nationwide public health emergency due to COVID-19. Under the new [guidelines](#), covered health care providers can use popular video applications such as Facetime, Google Hangouts, Skype, etc. without penalty. They should not use public-facing apps (such as TikTok or Facebook Live) to conduct telehealth services.

Question: What resources are available for understanding reimbursement policies for telemedicine related services?

Answer: The AAPM&R [Member Support and Resource Center](#) has an entire section dedicated to [telemedicine](#). There, you can find resources on reimbursement using telephone vs. video telemedicine. These resources are updated daily.

Question: What are the guidelines for documenting telehealth visits for billing related purposes?

Answer: You are required to document telehealth visits via video chat, phone call, or visit by email. Refer to this [document](#) on telemedicine billing made by AAPM&R member Timothy Tu.

April 2, 2020 – Critical Conversations: Private Practice Experiences During the COVID-19 Pandemic Webinar

Question: Are you eligible for stimulus money if you are under 500 employees?

Answer: Yes. As of Friday, April 3, 2020, under the [Paycheck Program](#), a small business is defined as having under 500 employees meaning that they are eligible for stimulus money.

Question: Did CMS allow psychiatrists to use regular billing codes for phone calls only if the video is tried and doesn't work?

Answer: Yes. Psychiatrists [theoretically](#) would have flexibility in allowing phone to be a means of delivering services. CMS has said it will allow CPT Codes 98966-98968 and 99441-99443 to be provided via telephone.