FAQ's | Coding & Billing Rights

Can a facility use Avel's documentation for billing purposes?

Yes, facilities can use Avel's documentation for billing purposes. While Avel eCare does not bill, we do reassign our billing rights to the facility.

Can a facility bill for the handoff between the Avel eCare Provider and the facility provider?

Based on the facility's decision to bill, if there is a billing code the facility chooses to submit to a payer, they can bill for this service. Avel's documentation does include the collaboration between providers.

Is there provider documentation if the Avel eCare provider did not see the individual on camera?

Yes, the Avel eCare provider will still complete documentation if they did not see the individual on camera.

Does Avel eCare provide recommendations of codes to use for the Emergency Department service?

The facility is recommended to identify the type of billing opportunities and the codes they choose to submit based on the documentation provided. Codes that have been explored by facilities include: G0425, G0426, G0427. It is the facility's role to identify if their billing team identifies the documentation provided meets the guidelines for respective codes.

What information is documented in a provider note that can be used for billing purposes?

- *Nursing documentation will include a start time of the encounter and end time of the encounter*
- *Encounters where provider will see the patient via video or phone, provider documentation will include:*
  - *ICD 10 code*
  - *Face to Face with patient in minutes*
  - *Total time spent per visit*
- *Encounters where provider completes consultation but did not access the individual via video or phone, the documentation will include:*
  - *Time spent in communication with other professionals in minutes*
  - *Total time spent per visit*
  - *More than 50% of the time spent in medical consultation vs. less than 50% of the time spent in medical consultation*

Who do we notify to enroll the Avel eCare providers for payers at the facility?

If you plan to enroll the Avel eCare Providers for your payers, notify your Implementation Project Manager who will connect you to the credentialing and privileging team at Avel eCare.

Who can we notify if there is a question or concern about documentation?

Visit the Avel eCare Behavioral Health Facility Portal at
__https://www.avelecare.com/facility-support/behavioral-health-emergency-department-facility-support/__
and utilize the Coding Questions Email Button. To protect patient privacy note when emailing to follow your local sensitive information policy.