

TELEHEALTH and VIRTUAL SERVICES TERMINOLOGY

The terminology of telehealth and telemedicine is still evolving. Unfortunately, adoption of a single taxonomy of terms has not occurred. Medicare, Medicaid, state, and commercial insurers all have their own definition of terms. **Be careful to evaluate policy, procedure, documentation, and billing based on each entities' unique definition of the following.**

1. **TELEHEALTH: (Broad)** Use of electronic information and telecommunications to support long-distance clinical care, patient and professional health-related education, public health, and health administration. "Medicare Telehealth" refers to a specific set of covered services. Under the "Medicare Telehealth" category, these services are **subject to compliance with certain conditions and requirements** (geographic, modality, etc).
2. **TELEMEDICINE: (Less broad)** Use of any technology-based interaction between patient and medical providers/staff for purpose of **CLINICAL** care of patient without an in-person visit.

Services can be divided into Provider to Patient and Provider to Provider:

PROVIDER TO PATIENT	PROVIDER TO PROVIDER
AUDIO ONLY VISIT	
AUDIO VIDEO VISIT	VIRTUAL GRAND ROUNDS
E-VISIT/SECURE MESSAGING	E CONSULT
VIRTUAL CHECK-IN	
MOBILE HEALTH	MOBILE HEALTH
STORE AND FORWARD	STORE AND FORWARD
REMOTE PHYSIOLOGIC MONITORING (RPM)	
REMOTE THERAPEUTIC MONITORING (RTM)	
KEY:	
TEMPORARY TELEHEALTH (CMS)	
PERMANENT TELEHEALTH (CMS)	
COMMUNICATION BASED TECHNOLOGY SERVICES (CMS)	
DIGITAL SERVICES	

1. **AUDIO ONLY:** Real-time, synchronous two-way audio interaction between person (patient and/or caregiver) and provider using Audio only telecommunication technology. This may substitute for an in-person encounter.
2. **AUDIO VIDEO/LIVE VIDEO:** Real-time, two-way audio-visual interaction between person (patient and/or caregiver) and a provider using audiovisual telecommunications technology. This type of service may serve as a substitute for an in-person encounter.
3. **E-VISITS: (Part of Communication-Based Technology Services, CBTS) not considered Telehealth under Medicare: DIGITAL ASYNCHRONOUS** interaction between provider and patient initiated by patient usually via electronic health record (EHR) PORTAL
4. **VIRTUAL CHECK IN (specific to Medicare only and NOT considered a TELEHEALTH SERVICE):** Brief check in with patient via phone or online initiated by patient and not meant to replace a visit but more to assess if a visit is necessary.
5. **MOBILE HEALTH:** Mobile health or mHealth: new, exciting, and rapidly evolving aspect of technology-enabled health care, is the provision of health care services and collection of personal health data via mobile devices. Examples: Health Information Exchanges, Health APPs.
6. **STORE AND FORWARD:** Asynchronous: Store-and-forward allows electronic transmission of medical information, such as digital images, documents, and pre-recorded videos through secure email or portal communication. Example: picture of rash messaged to EHR Portal messaging or through direct email (HIPAA compliant secure email).

7. **REMOTE PHYSIOLOGIC MONITORING:** (RPM) Remote Physiologic Monitoring is a part of mobile health using digital technologies to collect physiologic health data from individuals in one location and **electronically transmit** that information **directly and securely** to health care providers. Example: Continuous glucose monitoring (CGM) via smartphone upload to electronic platform and/or EHR.
8. **REMOTE THERAPEUTIC MONITORING:** (RTM) Remote therapeutic monitoring of **non-physiologic data** collected by medical devices (e.g., respiratory system status, musculoskeletal system status, therapy adherence, therapy response) and **directly electronically transmitted securely** to health care providers. Example: How many times and asthmatic uses rescue inhaler in response to treatment. Generally meant for OT, PT, and behavioral health.
9. **VIRTUAL GRAND ROUNDS:** Digital forum, either synchronous or asynchronous, where providers gain and share knowledge by presentation of cases or topics.
10. **E-CONSULT (NOT CONSIDERED “TELEHEALTH” PER MEDICARE):** digitally enabled process where providers can communicate, share information securely to manage a particular patient’s care. Interprofessional telephone/Internet assessment and management service provided by a consultative physician including a verbal and written report to the patient's treating/requesting physician or other qualified health care professional. Patient must consent and cost sharing may apply.
11. **ORIGINATING SITE:** is the **LOCATION OF THE PATIENT** when the telehealth visit takes place.
12. **DISTANT SITE:** is the **LOCATION OF THE PROVIDER** when the telehealth visit takes place.
13. **VIRTUAL TELEHEALTH (WV HB2404 Unique term): WEST VIRGINIA STATE ONLY:** “Virtual telehealth” means a new patient or follow-up visit with patient for acute care that does not require chronic management or scheduled medications.
14. **ELIGIBLE PROVIDER:** Provider who can provide and bill for telehealth services.