From the Office of Health Informatics

Telehealth
Patient Portal Message e-Visits

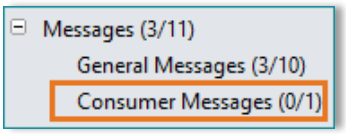
August 10, 2026

In addition to Telehealth visits, patients have the ability to communicate with their providers regarding treatment of certain conditions by sending portal messages/images. Providers are now able to bill for the interpretation and treatment of the patient, based on the message and time spent. Please follow the steps outlined below to charge for the interpretation of the messages sent.

Patient Generated Portal Message

Patients can send portal messages/images to their provider's office through the Patient Portal for evaluation. If the patient consents, providers will be able to provide the interpretation and treatment recommendations via the portal message back to the patient and bill accordingly.

➢ Clinical Staff



STEP 1: Patient message is received in the **Consumer Messages** section of the Office Pool inbox.

STEP 2: Clinical staff will respond via the portal to obtain consent for submitting to insurance.

- If the patient declines, staff can set up an in person visit if appropriate.
- The auto-text /portal_visit_consent has been created for the e-visit consent. Staff will use this auto-text to respond to the patient's initial message.

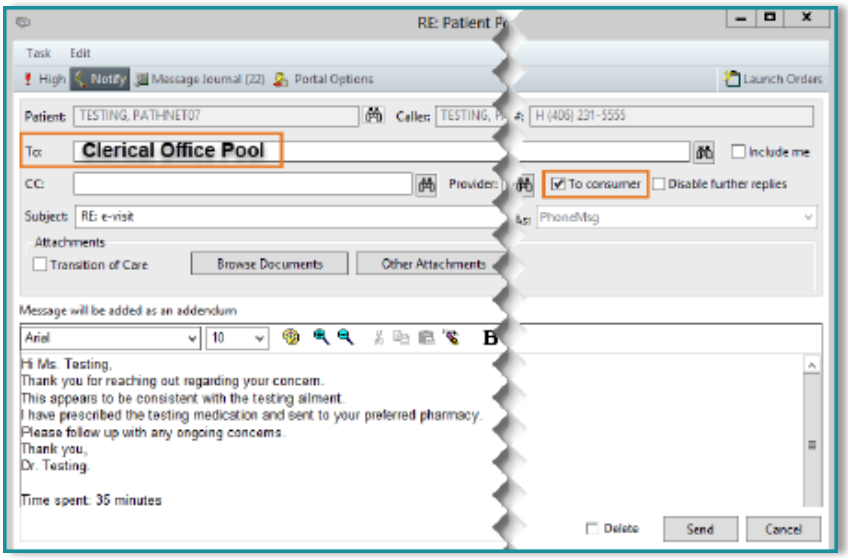
STEP 3: Upon receiving patient consent, update the subject line to **e-Visit** and forward the message to the provider for review.

➢ Provider

STEP 4: The provider will review the message in their **General Messages** section of Message Center.

STEP 5: Document a note including Patient **Consent**, **Evaluation**, **Assessment, Plan,** and **time spent.**

- The auto-text /portalvisit has been created for the e-visit documentation outlining that the patient has initiated and consented to the e-visit.



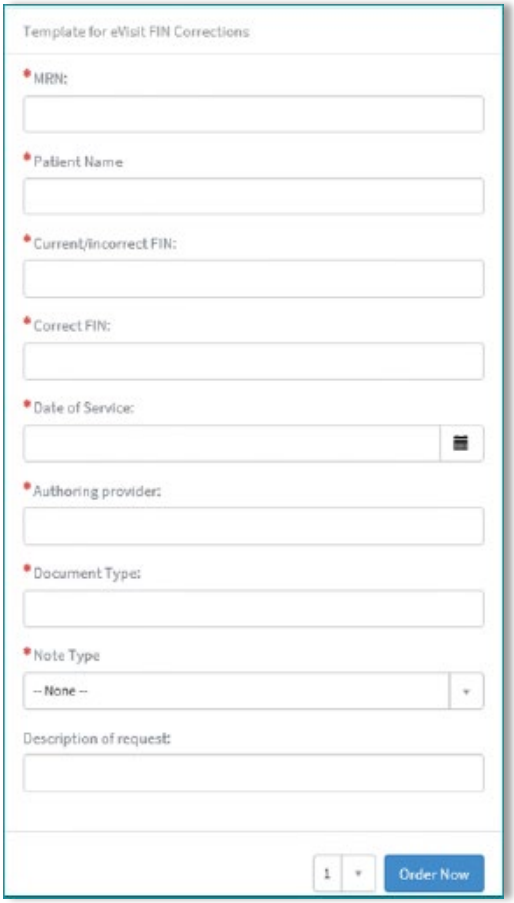
STEP 6: Reply to the PSR Pool inbox and confirm the **To Consumer** box is checked for the patient to receive the message.

➢ **Office Staff**

STEP 7: Review the **Subject** line for the e-Visit**.**

STEP 8: Create a new FIN for the e-Visit.

- Open **PreReg Create Visit** from the PM Conversation.
- Search for the patient and **Add Encounter** using the correct Facility Name then Click **OK.**
- Complete the full registration per typical process and click **OK.** If the patients have had a face-to-face visit in the past 60 days, no additional calls are needed.
    - Offices who do not typically perform a full registration will continue with their typical processes. Registration staff will process these patients from a current generated report.



STEP 9: Enter a HelpDesk ticket to be processed by HIM staff.

- Open the Self-Service Portal and search for "eVisit." The template has been linked here.
- Complete required fields and click **Order Now**.

STEP 10: Delete the message from the inbox.

➢ **HIM Staff**

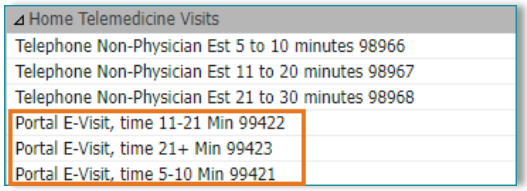
STEP 11: Copy the appropriate note information onto the new FIN.

STEP 12: Send the new note to the provider's message center.

➢ **Provider**

STEP 13: Review the new message in **Documents** to sign section of the inbox then **Sign**.

- The new note will generate charges for the e-Visit.



STEP 14: On the new FIN, assign the correct billing code from the E&M component under the Home Telemedicine Visit section located on the Quick Orders MPage.

- Sign the order to complete the charges.