

Telehealth Patient Portal Messages Containing Pictures for Evaluations

September 11, 2025

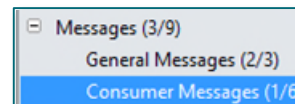
In addition to Telehealth visits, patients have the ability to communicate with their providers regarding treatment of certain conditions by sending photos for evaluation. Providers are now able to bill for the interpretation and treatment of the patient, based on a photo sent. Please follow the steps outlined below to charge for the interpretation of the photo sent.

Patient Generated Portal Message with Picture Attachment

Patients can send pictures 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.

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

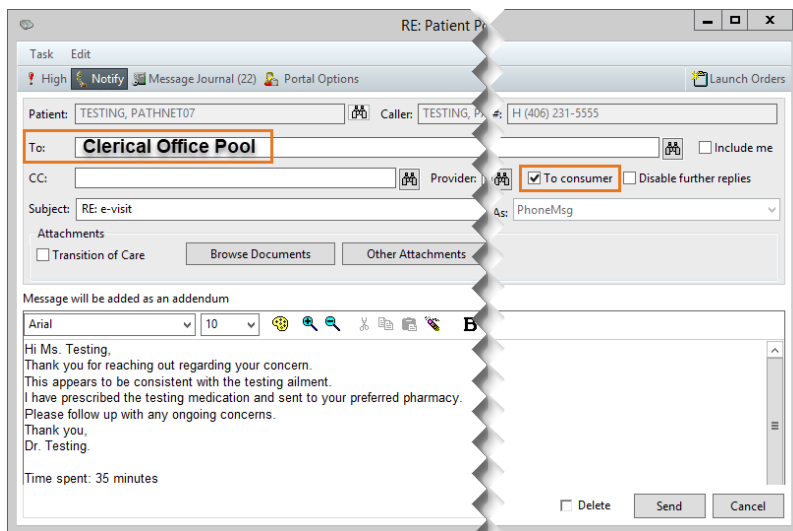
➤ Provider

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

STEP 5: Document a note including the **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.



RE: Patient P...

Task Edit

High Notify Message Journal (22) Portal Options Launch Orders

Patient: TESTING, PATHNET07 Caller: TESTING, P... H (406) 231-5555

To: **Clerical Office Pool** Include me

CC: Provider: ☒ To consumer ☐ Disable further replies

Subject: RE: e-visit As: PhoneMsg

Attachments

☐ Transition of Care Browse Documents Other Attachments

Message will be added as an addendum

Arial 10

Hi Ms. Testing,
Thank you for reaching out regarding your concern.
This appears to be consistent with the testing ailment.
I have prescribed the testing medication and sent to your preferred pharmacy.
Please follow up with any ongoing concerns.
Thank you,
Dr. Testing.

Time spent: 35 minutes

☐ Delete Send Cancel

➤ 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 PM Conversation.
- Search for patient and **Add Encounter** using correct Facility Name then click **OK**.
- Complete the full registration per typical process and click **OK**. If patients have had a face-to-face 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 currently 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.

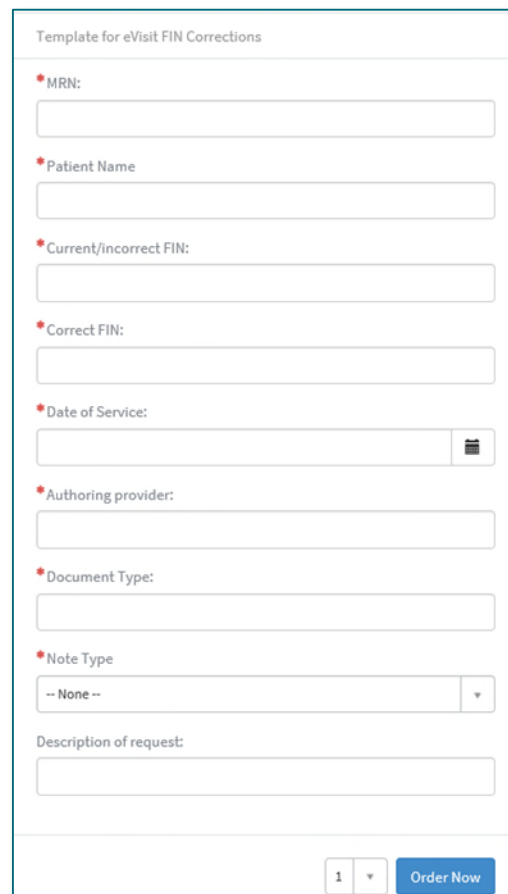
➤ Provider

STEP 13: Review the new message in **Documents** to sign section of the inbox and **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 Visits section located on the Quick Orders MPage.

- Sign the order to complete the charges.



Home Telemedicine Visits	
Home Telemedicine Office Visit Level 1 New (10min)	99201
Home Telemedicine Office Visit Level 2 New (20min)	99202
Home Telemedicine Office Visit Level 3 New (30min)	99203
Home Telemedicine Office Visit Level 4 New (45min)	99204
Home Telemedicine Office Visit Level 5 New (60min)	99205
Portal E-Visit, time 5-10 Min	
Portal E-Visit, time 21+ Min	
Portal E-Visit, time 11-21 Min	