

Preparatory Action on Smart Rural Areas in the 21st Century



Research on the billability and implementation of
teleconsultation hours

empirica society for communication and technology research mbH

05/06/2022

1 Introduction

As part of the Smart Rural 21 project, the idea of using telemedicine applications was developed in Sollstedt in order to be able to counteract a foreseeable lack of resident general practitioners and to make the joint municipality more attractive for young doctors.

In this context, the

Video consultation hours direct remote care of the patient by the doctor or psychotherapist, for example to save long journeys or in the case of basic immobility (e.g. after an operation). In this way it is possible, for example, to explain the treatment on the screen, to assess the healing process of an operation wound or to have a psychotherapeutic conversation. According to the Association of Statutory Health Insurance Physicians, medical practices have apparently increasingly offered this form of remote care during the Corona Pandemic.¹ Previous experience indicates that video consultations can be a useful addition to classic consultations in the practice.²

On the question of which requirements must be met by the doctor in Thuringia, In order to be able to offer the video consultation as a billable service, empirica has carried out research, the results of which are summarized in the following sections.

Which actors play a role in the offer of the video consultation?

In principle, doctors in certain specialist groups have been able to offer video consultations at the expense of statutory health insurance since 2017 under precisely defined conditions. For this purpose, the doctor or psychotherapist selects a certified video service provider who ensures that the video consultation session runs smoothly. The providers must provide proof of IT security and data protection according to defined rules. The National Association of Statutory Health Insurance Physicians offers a list of certified video service providers who are allowed to offer the technical implementation of video consultations.³ On the part of the practices and the patient, a screen with a camera, microphone and loudspeaker as well as an Internet connection are essentially required. Additional software is not required.

As shown schematically in the following sketch (Figure 1), an application to the Association of Statutory Health Insurance Physicians in Thuringia is required if a doctor's practice would like to offer teleconsultation as part of contract doctor care. the

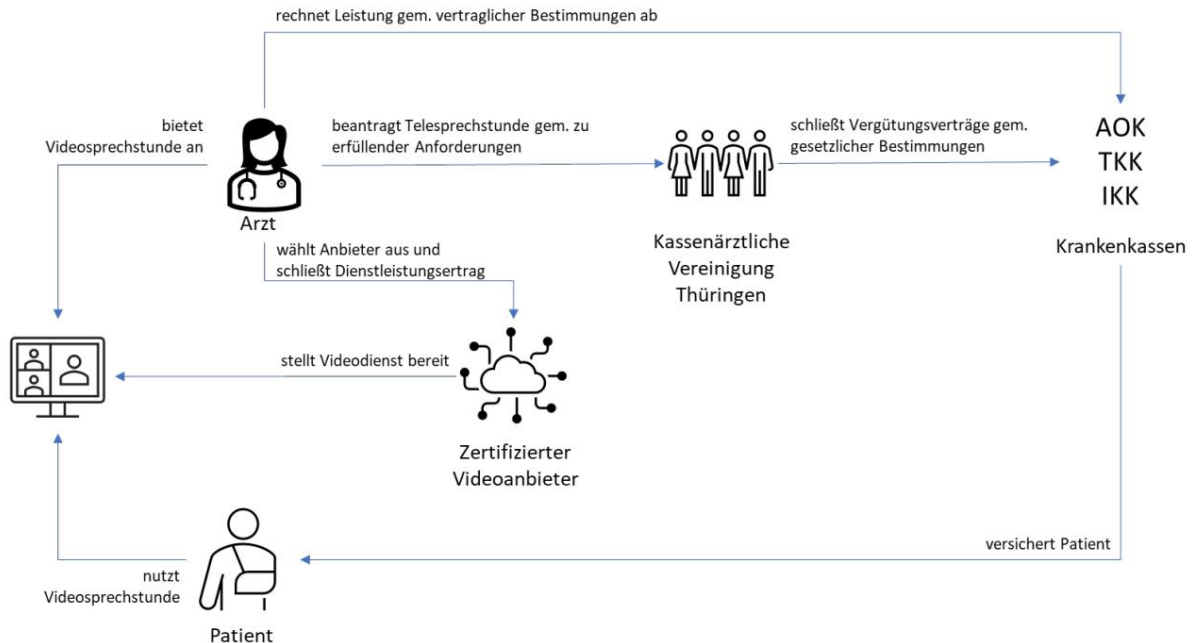
¹ See <https://www.kbv.de/html/videosprechstunden.php> [last access: May 6, 2022]

² <https://www.kbv.de/html/52109.php> [last access: 06.05.2022]

³ https://www.kbv.de/media/sp/Liste_zertifizierte-Videodienstleister.pdf [last access: 06.05.2022]

The Association of Statutory Health Insurance Physicians in Thuringia also offers a leaflet and a corresponding application form (attachment).

Figure 1 – Schematic representation of the actors involved



Source: Own representation based on a discussion with representatives of the Association of Statutory Health Insurance Physicians in Thuringia

In Thuringia, people insured by three health insurance companies can currently use teleconsultation as part of contract medical care. A certified video provider can be freely selected by the medical practice. For this he has to

Video service providers have submitted a self-disclosure to the KBV and the National Association of Statutory Health Insurance Funds.⁴ After the contract has been concluded, the practice receives a certificate from the selected provider stating that the video service is certified in accordance with Annex 31b on IT security and data protection and that it meets the requirements for the content. The video service provider must also ensure that the video consultation is end-to-end encrypted throughout transmission.

What requirements does the doctor's office have to meet?⁵

Details on the remuneration conditions are set out in the contractual agreements between the Association of Statutory Health Insurance Physicians in Thuringia and the respective health insurance companies (cf. Appendix). In addition, the legislator stipulates that medical practices must comply with general requirements:

- The patient must consent to the video consultation hand over.
- The video consultation must take place in rooms that offer privacy. In addition, the technology used and electronic data transmission must ensure appropriate communication.
- The video consultation must be confidential and uninterrupted - like a normal office hours too.
- The real name of the patient must be recognizable for the practice.
- The video consultation must be free of advertising.

What services are remunerated?⁶

Doctors and psychotherapists were able to offer and bill unlimited video consultation hours during the corona pandemic, since the KBV and health insurance companies had lifted the corresponding restrictions. From April 2022, the number of cases and the amount of services will again be limited to 30 percent. In principle, different services are remunerated:

- Basic, insured and consulting flat rate,
- Additional billable services,
- Surcharge for authentication of new patients,
- Technology and funding surcharge.

What organizational requirements are there for the medical practice?⁷

The legislature places some requirements on the doctor's office in terms of the process or the implementation of a teleconsultation hour, the following must be observed:

- Sick leave

Issuing a certificate of incapacity for work (AU) is in the Video consultation hour for both known and previously unknown Patients possible:

⁵ <https://www.kbv.de/html/videosprechstunden.php> (last access 06.05.2022)

⁶ <https://www.kbv.de/html/videosprechstunden.php> (last access 06.05.2022)

⁷ <https://www.kbv.de/html/videosprechstunden.php> (last access 06.05.2022)

- up to 3 days: unknown patients

- up to 7 days: known patients

The prerequisite for this is that the symptoms allow for clarification via video consultation. However, there is no entitlement to this. A follow-up sick leave via video consultation is only possible if the patient was in the practice for a personal examination for the previous sick leave. Practices can charge a flat-rate postage fee for sending the certificate of incapacity to work (sample 1: GOP 40128 or sample 21: GOP 40129).

Corona special regulation until May 31, 2022: In the case of minor diseases of the upper respiratory tract, doctors can issue an AU for up to seven calendar days to known or unknown patients via video or telephone consultation.

• Expiry

1. The doctor or psychotherapist registers with a certified video service provider of their choice. The provider sends more information on dialing into the video consultation at the practice.
2. The patient receives a free appointment for the video consultation either via the practice or - for example in the case of an open consultation - via the video service provider.
3. The patient must give their consent before the first video consultation - depending on the system via the video service provider or directly via the doctor or psychotherapist.
4. The patient and the doctor or psychotherapist choose the video service provider. The patient waits in the online waiting room until the doctor or psychotherapist connects them.
5. When the video consultation is over, both sides report from the website off. The doctor or psychotherapist documents the treatment in PVS.

• Procedure for unknown patients

If the patient has never been to the practice before, they hold their electronic health card up to the camera so that the practice staff can check their identity and enter the necessary data (designation of the health insurance company; surname, first name and date of birth of the insured person; type of insured person; postal code of place of residence; health insurance number) can raise. The patient also verbally confirms the existence of insurance cover.

Appendix

compact information

SUBJECT

Video consultation hours as part of contract medical care

LEGAL BASIS • Agreement on the requirements for the technical procedures for video consultations in contract medical care in accordance with § 291g Para. 4 SGB V (Annex 31b BMV-Ä)

• Agreement on the authentication of insured persons for remote treatment only (Annex 4b BMV-Ä)

BASIC LIMITATIONS

• Participation for physicians and psychotherapists, with the exception of laboratory physicians, nuclear medicine physicians, pathologists and radiologists as well as radiation therapy consultation flat rates for benign or malignant diseases (GOP 25210 and 25211) • No retrospective approval

BASIC INFORMATION

• on application

• Prerequisites for **participation**:

- Use of a certified video service provider that meets the requirements in accordance with § 5 of the agreement on the requirements for the technical processes
Video consultation fulfilled

Note: You can find certified video service providers at: <https://www.kbv.de/html/videosprechstunden.php>

• **Requirements for the panel doctor:**

- Use of a camera • Use of a screen with a screen diagonal of 3 inches and a resolution of at least 640x480 px
- Download bandwidth of at least 2000kbit/s
- Microphone and speakers must be available

• **Technical requirements for the video service provider:**

- Use of a communication service that has been approved by gematik as a "secure transmission method" within the meaning of Section 291b, Paragraph 1e of the Social Code Book V.
As long as such is not yet available, the transitional regulation according to § 6 paragraph 3 of the above agreement applies
- Proof of the use of a certified video service provider listed by the KBV must be enclosed with the application documents (e.g. invoice containing the name of the practice)

SUBJECT**Video consultation hours as part of contract medical care****SPECIAL INFORMATION**

- **Compensation via the respective insured, basic or Consultation flat rate** (full remuneration only with additional doctor-patient contact in the quarter)
 - **Exclusive contact via video consultation in the Quarter:**
 - Case Identification With Pseudo GOP "88220" (Restriction of treatment cases to 20% of all cases of treatment by the doctor/psychotherapist)
 - **Credited against the chronicler's flat rate:** general practitioners/ Pediatricians receive the chronic lump sum (GOP 03220 to 03222/04220 to 04222) even if of the three required doctor-patient contacts or two have taken place via video. The three contacts must have taken place within the last four quarters. In the quarter in which physicians receive the chronic flat rate Billing is a personal doctor-patient contact necessary.
 - **Psychotherapy:** Certain services of the psychotherapy guidelines are possible via video consultation, for which the psychotherapeutic professional law and Psychotherapy agreement does not specify personal doctor patient contact.
- Prerequisite:** personal contact between doctor and patient
Initial diagnostics, indication and education
- Billing of certain **general practitioners and specialists** **Call** services via video consultation hour (max 20% of the respective performance in the quarter; Precondition: previous personal doctor-patient contact)

FURTHER INFORMATION

- **Case conference** as video conference (technical surcharge GOP 01450 only for the doctor/psychotherapist who initiates the video case conference):
 - Case conference according to Annex 27 BMV-Ä (GOP 37120)
 - Case conference according to Annex 30 BMV-Ä (GOP 37320)
 - Case conferences with carers of people in need of care in the home or in sheltered settings
 - Case conferences in the context of hyperbaric oxygen therapy (GOP 30210)
 - Case conferences in the context of pain therapy (GOP 30706)
 - MRSA case and/or regional network conference (GOP 30948)
 - Case conference as part of care planning for the last phase of life (GOP 37400)

MAIN DEPARTMENT OF MEDICAL CARE

QUALITY ASSURANCE DEPARTMENT



kvt
Kassenärztliche
Vereinigung Thüringen

SUBJECT

Video consultation hours as part of contract medical care

FURTHER INFORMATION

Prerequisite: at least one personal doctor-patient contact in the same practice in the current and/or the previous two quarters

• Application review by the Quality Assurance department

CONTACT • Dept. Quality Assurance:

Catherine Hirsch
Telephone: 03643 559-752

doctor's stamp



kvt
Kassenärztliche
Vereinigung Thüringen

Association of Statutory Health Insurance Physicians in Thuringia
Quality Assurance Department
To the hospital ditch 8
99425 Weimar

APPLICATION for approval for the implementation and billing of the video consultation in
Within the framework of contract medical/psychotherapeutic care
(according to the agreement on the requirements for the technical procedures for video consultations in accordance with § 291g
Paragraph 4 SGB V)

Personal details of the applicant

Title, surname, first name:

Territory designation:

Main emphasis:

Additional designation:

Practice address
or job:

Phone: Practice: Private:

place of performance

in own practice (business premises)

in a branch practice (side branch)

.....

in the context of an employment

with a contract doctor/contract psychotherapist

in an MVZ

as part of an authorization

as part of a representation

Claimed Benefits

- ÿ GOP 01442 (video case conference with the nurse involved in the care of the patient)
- ÿ GOP 01444 (surcharge for authentication)
- ÿ GOP 01450 (technology surcharge)

Requirements for the panel doctor/contract psychotherapist

- ÿ The requirements for the contract doctor/contract psychotherapist according to § 4 of the agreement on the Requirements for the technical procedures for video consultations are met by the applicant.

Apparatus-technical requirements

The video service provider provides evidence to the medical practice that it meets the requirements for the Ensuring the confidentiality, integrity and availability of personal data (Information security and data protection) as well as the content requirements according to § 5 of the agreement about the requirements for the technical procedures for video consultations. In addition, he has to video service providers must be certified (all certified providers are listed by the KBV).

- ÿ The applicant uses a certified video service provider (listed by the KBV) (**proof attach, e.g.** invoice containing the name of the practice)
- ÿ The technical requirements for the equipment of the medical practice according to Appendix 1 of the Agreement on the requirements for the technical procedures for video consultations are fulfilled.

Further information as well as the legal basis can be found at www.kvt.de ÿ Topics AZ.

Explanation

I am aware that fee schedule items, which correspond to their service description in the context a video consultation can be carried out in accordance with Annex 31b to the BMV-Ä, an upper limit each Fee schedule position and panel doctor are subject. The upper limit is 20 percent of the calculated Fee schedule positions per panel doctor and quarter. The case is against the panel doctor association based on fee schedule position 88220.

I am also aware that I am obliged to report any changes to the approved technical equipment Notify KV Thüringen of equipment immediately.

I certify that the information provided in this application form is complete and correct. It is ... with me also known that incorrect information on the ineffectiveness of the approval for execution and Billing of the video consultation as part of contract medical/psychotherapeutic care being able to lead.

.....
place and date

.....
Signature of the responsible doctor/psychotherapist

.....
place and date

.....
Signature of the employed doctor/psychotherapist

Important NOTE for doctors/psychotherapists who have been authorized to provide contract medical/psychotherapeutic care or who have made such an application: Regardless of the approval for the execution and billing of the video consultation, a relevant notification will only be issued within the framework of an explicit authorization and then only within the limits of the catalog of services specified there.

We would like to point out that your information is required for the processing of this application by the Thuringia Association of Statutory Health Insurance Physicians. Your information is voluntary. Please note that incomplete information may lead to the rejection of the application. The information according to Art. 13 and 14 DSGVO can be found at www.kvt.de, topic data protection.

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