

# Telehealth staffing frequently asked questions



New to staffing telemedicine assignments with CHG Healthcare locum tenens? We'll help you access the physicians you need in order to maintain continuity of care and reimbursements. Here are the answers to our healthcare facilities' most frequently asked questions about temporary staffing in telehealth.

## Do providers need to have experience with telemedicine before providing these services?

While having experience with telemedicine would be helpful, it's not necessary. The provider does need to have an orientation to your facility's processes and technology.

## Why was I asked to fill out a questionnaire?

Our malpractice carrier requires that to provide insurance, there needs to be adequate processes and technology in place to protect our physicians. The questionnaire we require to screen for malpractice eligibility has been abbreviated to allow for faster and easier completion.

## Does CHG Healthcare provide equipment to the provider for telemedicine?

The facility supplies the necessary equipment, ensuring that it meets your unique protocols and standards. Facilities may also ask the covering physician to use their own computer, which is why both visual and audio privacy are verified on the questionnaire.

## Can your providers do phone appointments?

The same questionnaire should be completed regardless of the type of technology being used to connect provider to patient. In some cases, our quality assurance team can put a temporary solution in place while we get a full telehealth agreement executed.

## What payers are reimbursing for telehealth?

Reimbursements do vary by state and payer. However, in response to COVID-19, Medicare will

pay for telemedicine services furnished to Medicare beneficiaries for office, hospital, and other visits furnished via telehealth. Payment for telemedicine visits will be the same amount as for in-person visits. Many commercial health plans have announced that they are providing additional coverage for telemedicine services and are waiving patient cost-sharing for such services. For a current list of services payable under the Medicare Physician Fee Schedule when furnished via telehealth, [click here](#).

## Will there be a reduction in fees for telehealth coverage?

The majority of our fee is represented by physician compensation. While pay is negotiable, physicians are in especially high demand, so asking physicians to accept a reduced compensation will severely limit the pool of available providers. Staffing telehealth on a temporary basis can help control costs by eliminating travel-related expenses such as airfare, rental car, and housing.

## Why do you charge hourly/daily rates rather than per consultation?

Just like regular locum tenens assignments, our physicians are holding their time available and foregoing other opportunities. For that reason, CHG Healthcare pays our physicians for their time, even if patient load becomes light.

## What happens when business returns to normal and we don't want telehealth coverage anymore?

Our physicians can resume locum tenens in person at your facility.

**To put our telehealth staffing expertise to work for you, contact CHG enterprise client solutions by phone 866.588.5996, or email [ecs.contact@chghealthcare.com](mailto:ecs.contact@chghealthcare.com).**