

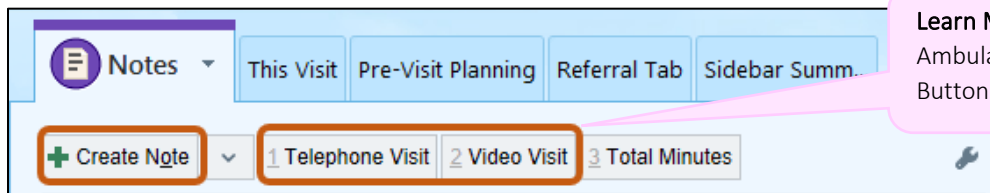
## Worry Free Telehealth Billing and Documentation!

Conducting a video or billable telephone visit? Add billing compliant SmartPhrases and select your Level of Service (LOS) with just one click using default settings available in your Epic Ambulatory screens!

### SmartPhrases for Documentation

Ensure that you are meeting all key documentation components for video and telephone visits with the click of a button, using the Video Visit or Telephone Visit SmartPhrase Speed Buttons.

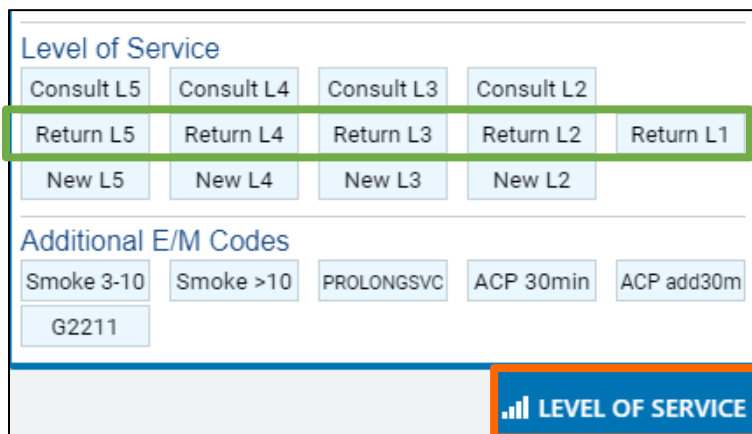
- From the **Notes** tab, add the billing compliant Telephone or Video Visit SmartPhrase to your existing note template by clicking on the appropriate speed button. This will populate the most current version of the SmartPhrase where your cursor is located.



### Level of Service (LOS) Speed Buttons:

Utilize LOS Speed Buttons for more accessible and intuitive billing.

- From the **Visit Taskbar**, click **Level of Service**.
- Choose the **appropriate E&M Code** for your telephone call or video visit.
  - For both telephone and video**, your selection is based on either the level of medical decision making (MDM) or total time spent on the day of the encounter.
    - If you're billing based on time, total time spent must be documented.
      - Video Visits – Add the **.TotalMinutes** speed button
      - Telephone Visits – Language is included in the TelephoneVisit SmartPhrase



#### Billing Rules for Audio only/Telephone Visits as of January 1<sup>st</sup>, 2025:

- Patients who qualify for audio only/telephone visits must be **established** to your specialty practice and cannot or will not participate in an in person or video visit!

Learn More! [Watch the Department's Telehealth Billing Guideline video!](#)

#### Need Additional Help?

Contact Internal Medicine Clinical Affairs [IntMedHelp@yale.edu](mailto:IntMedHelp@yale.edu)  
Internal Medicine Resources: [Epic References](#) | [Billing References](#)

Last Updated: 04.13.26

Page 1 of 1