

CAMHD: Tele-Health Audio Only Progress Notes and Billing

The instructions provided are to help users create progress notes and bill for services that were done with audio only. Full instructions on the MAX Provider Portal can be found here: <https://health.hawaii.gov/camhd/max-provider-portal/>

Creating an Audio Only Tele-Health note:

1. Follow the typical process to create a progress note
2. Click on the “Yes” buttons for both “Tele-Health Service” and “Audio Only”

Units *
1

Service Format

Client Site

Provider Site

Other Service Setting

Other Service Format

Discharge Note
 No Yes

Tele-Health Service
 No Yes

Audio Only
 No Yes

3. Also include the following information:
 - a. Place of Service = “Other” (99)
 - b. Client Site = Description of where the client was located for the service (e.g., home)
 - c. Provider Site = Description of where the provider was located for the service (e.g., home office, therapist’s residence)
4. Click “Save & Continue” at the bottom of the note.
5. Follow the typical validation process for the note.

Invoicing on the Tele-Health notes:

Note: Audio-only notes are invoiced separately in the MAX Provider Portal

1. Create a typical invoice as detailed in the MAX Provider Portal Instructions (pg. 36)
2. Click on Yes for “Audio Only”

Audio Only
 No Yes

Progress Notes

Associate multiple

Customer	Name ↑	Service	Units	Amount	Start Date ↓	End Date	Provider Status	Status Reason
There are no records to display.								

3. Save the Invoice (*Note. The invoice must be saved before any notes can be associated to an invoice.*)
4. Associate your audio-only notes to the invoice.
5. Follow the typical steps to submit the invoice.

- If the invoice is marked Audio Only “Yes”, progress notes marked “Yes” for Tele-Health Services AND Audio Only will populate in the associate multiple view (for attaching progress notes to the invoice)
- If the invoice is marked Audio Only “No”, progress notes marked “No” for Tele-Health and Audio Only will populate in the associate multiple view (for attaching progress notes to the invoice)