

## Supplemental Content

Friedman HR et al. Primary Care Practices in Western North Carolina: Adaptation to the COVID-19 Pandemic and Ongoing Challenges. *HCA Healthcare Journal of Medicine*. Published online December 30, 2021. <https://doi.org/10.36518/2689-0216.1331>

Supplement 1.

This supplementary material has been provided by the authors to give readers additional information about their work.

## Supplement 1: Phase 2 Survey

### Data Collection Tool for COVID-19 Needs Assessment (for survey unit/callers)

**1. Would you say that your practice is:**

- Open for typical business hours
- Open, but with reduced hours
- Temporarily closed
- Permanently closed
- Unknown

**2. Are you currently offering COVID-19 testing in your clinical setting?**

- Yes
- No
- Not sure
- N/A

**3. If No, do you have plans for offering COVID -19 testing in the near future? (If yes to #2, please choose "N/A" here)**

- Yes
- No
- Not sure
- N/A

**4. Do you have a working platform for telehealth with a video component at your practice such that you have provided a video visit for at least one patient so far?**

- Yes
- No
- Not sure
- N/A

**4a. If yes to #4, have you changed your telehealth platform from what you used initially during the pandemic (approximately March 2020)? If yes,**

- What did you change from?
- What did you change to?

**4b. If yes to #4, we are asking about how often practices are billing for telephone and telehealth visits compared to face-to-face visits.** (Note: The percentages should add up to 100%.)

In the last 2 weeks, what percentage of visits at your clinic were billed as:

- Telephone visits? \_\_\_\_\_%
- Telemedicine with video visits? \_\_\_\_\_%
- Face-to-face office visits? \_\_\_\_\_%

**4c. If yes to #4, Please indicate what challenges your practice may be having. Please check all that apply.**

Our practice finds the following things challenging:

- Billing for telemedicine visits
- Receiving payment denials from payers/insurance companies for services rendered
- Understanding/keeping up with visit how telemedicine visits are reimbursed vs. face-to-face visits

(Practice staff members may call this payment “parity”, a term used in the last few months to describe how insurance companies paid the same amount to practices for visits no matter if they were delivered face-to-face or by using telemedicine and or telephone.

- Insufficient internet service/bandwidth to provide adequate video visits
- Patients struggling to use telehealth technology (on their end)
- Patients preferring face-to-face visits
- Anticipating that we may have to pay more to use telehealth services/platforms within the next year (i.e., if Doximity started to charge for services, or prices went up, etc.)
- Other:

**5. We know many practices have seen a reduction in patient volumes during the COVID-19 pandemic. Some are comparing revenue from past months to more recent months.**

**5a. Compared to February 2020, are your current (June 2020) patient volumes (including telemedicine and face-to-face visits) lower, about the same or higher?**

- Lower
- About the same
- Higher
- Don't know or N/A

**5b. If higher or lower, about what percentage higher/lower than in February 2020? (Estimates are fine.)**

- 1 - < 5%
- 5 - < 10%
- 10 - < 20%
- 20 - < 30%
- 30 - < 40%
- 40 - < 50%
- 50% or greater
- Other % offered by respondent:

**6. Do you need help providing and/or billing for telephone/telehealth services?**

- Yes
- No
- Not sure
- N/A

**7. There may be opportunities for practices to obtain COVID-19 tests, PPE and/or financial compensation by participating in research studies comparing newer point of care COVID-19 tests with the older PCR tests. If such an opportunity arises, would your practice be interested in learning more about participating in studies like this?**

- Yes
- No
- Not sure
- N/A

**8. Hospitals have a regularly updated system set up so that public health authorities can contact them during health emergencies like a pandemic. There may be an opportunity to develop a system like this for primary care practices. We would like to check in with practices like yours occasionally to update contact information (phone, address, whether they are open for business and if they are still offering primary care services).**

**8a. What are your thoughts about our making this outreach at least yearly?**

- Sure
- No thank you
- Not sure
- N/A

**8b. If yes, how should we contact your practice?**

- Call your office
- Send an email
- Other suggestion

**9. Lastly, MAHEC sends out a Practice Support monthly e-Newsletter with information on practice support webinars, and much more. If you are interested in receiving it, we can add you.**

- If you would like to be added, please provide your email address: