



New York Statewide Senior Action Council

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Telehealth Resource Center



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Northeast Telehealth Resource Center

MCD



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— THE —
University of Vermont
MEDICAL CENTER



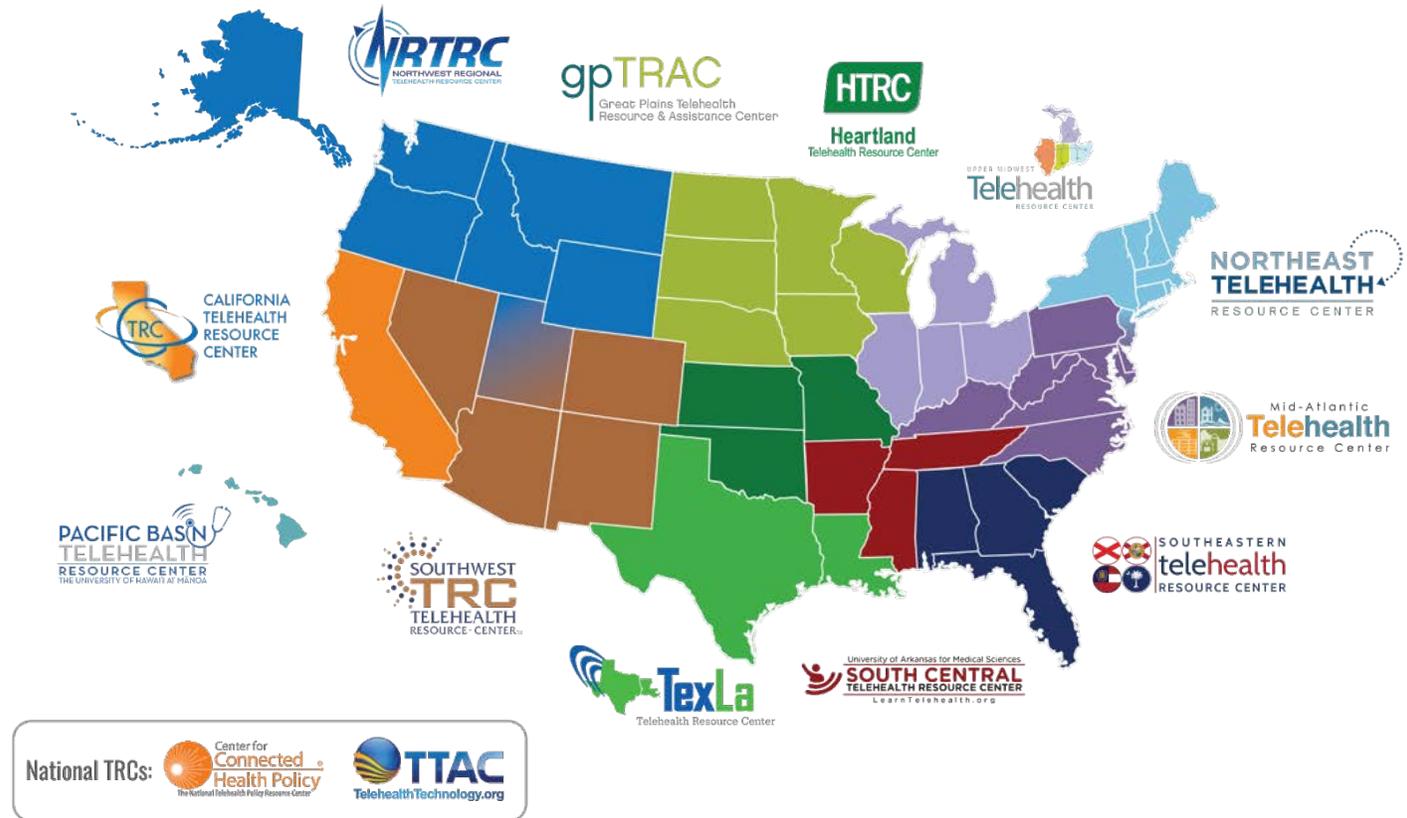
NATIONAL CONSORTIUM OF
TELEHEALTH
RESOURCE CENTERS

Our Mission

Foster the use of telehealth technologies to provide health care information and education for health care providers who serve rural and medically underserved areas and populations.

Our Aim

Connecting rural communities and helping them overcome geographic barriers to receive quality healthcare services.





Telehealth
Protocols &
Workflows

Policy, Legal
and
Regulatory
Factors

Technology
Assessment

Business and
Strategic
Planning

Our services

Technical Assistance

We provide expert technical assistance to help build and enhance telehealth programs across the nation. Key focus areas include but are not limited to: telehealth policy, technology, business planning, workflow, etc.

Education

We develop educational materials and resources for health systems, providers and patients. Includes: designing/executing needs assessments, identifying funding sources, and assisting with telehealth technology selection are also among our specialties.

Business Strategy

We connect telehealth leaders at local, state, and federal levels to raise awareness and collaboratively produce specialized tools and templates for telehealth programs and providers.

What is Telehealth?

Broadly: the provision of health care, public health, and health education at a distance using telecommunications technologies.

Also Known As:

- *Telemedicine*
- *Telepractice*
- *Tele-X (specialties like telepsychiatry)*
- *Virtual Health*
- *Digital Health*
- *eHealth*
- *eVisits*
- *And more!*

Telehealth is not a service or medical specialty, but a tool used to deliver care.



Telehealth vs. Telemedicine

While “telemedicine” has been more commonly used in the past, “telehealth” is a more universal term for the current broad array of applications in the field. Its use crosses most health service disciplines, including dentistry, counseling, physical therapy, and home health, and many other domains. Further, telehealth practice has expanded beyond traditional diagnostic and monitoring activities to include consumer and professional education.

Select Telehealth Uses

- Behavioral Health
- Burn
- Cardiology
- Dentistry
- Chronic Care Management
- Dermatology
- Education / Grand Rounds
- Emergency Services / Trauma
- Family Planning
- Genetics
- Home health
- Infectious Disease
- Medication Adherence
- Neurology /Stroke care
- Nutrition therapy
- Obstetrics and Gynecology
- Oncology
- Ophthalmology
- Pain Management
- Pathology
- Pediatrics
- Palliative Care
- Primary Care
- Psychiatry
- Radiology
- Rehabilitation
- Rheumatology
- SDoH Support
- Surgical
- Wound Care
- *And more!*

What is Telehealth? – 3 Common Types



Live Video
(Synchronous)



**Store And
Forward**
(Asynchronous)



**Remote
Patient
Monitoring**

What is Telehealth?

Does “telehealth” include telephone?



Who Provides Telehealth to the Home?

1

“Local” providers, either scheduled or on demand through a website/app

2

App/website offering telehealth services for a health insurance company

3

On demand “telehealth website” that offers a network of national providers

The Telehealth Landscape

Drivers

- COVID-19 Safety, etc.
- Consumer Demand
- Expanding Reimbursement
- Provider Shortages
- Payment Reform
- Readmission Penalties
- Competitive Forces

Barriers

- Access to Technology/Broadband
- Cost
- Licensure
- Limited Reimbursement
- Privacy and Security Concerns
- Resistance to Change
- Legal/Regulatory Questions



Value Perspectives

Consumers

- Accessibility: care when and where they need it
- Affordability: reduces travel time, expense and time away from work/family
- Timeliness: reduces wait time to access specialists
- Integrated and coordinated “team approach” to care

Communities

- Keeps patients local whenever possible
- Promotes rapid diagnosis and treatment linked to improved patient outcomes
- Improved population health

Primary Care Providers

- Promotes coordinated care
- Reduces provider isolation
- Maintains primary relationship with patient
- Promotes greater patient satisfaction
- Generates revenue – visit reimbursement
- Access to education
- Working at top of scope

Specialists

- Extends reach to patients
- Teaching and partnership with PCP reduces the need for future, same-type referrals
- Promotes coordinated care

Health Plans

- Promotes timely access to care
- Increases “provider availability” in geographically challenged areas
- Cost savings
 - Prescriptions
 - Ancillary tests
 - Patient transportation

Social Determinants of Health (SDoH)

Social determinants of health are conditions in the environments in which people are born, live, learn, work, play, worship, and age that affect a wide range of health, functioning, and quality-of-life outcomes and risks.

Examples:

- Availability of resources to meet daily needs (e.g., safe housing and local food markets)
- Access to health care services
- Availability of community-based resources in support of community living and opportunities for recreational and leisure-time activities
- Transportation options
- Social support
- Language/Literacy

Source: HealthyPeople.gov

News Headlines



Proposed CY 2021 PHYSICIAN FEE SCHEDULE

FACT SHEET | August 2020

CMS Proposes Significant Changes to Remote Patient Monitoring Coverage

The Centers for Medicare & Medicaid Services has clarified how providers can use telehealth and mHealth to establish and run remote patient monitoring programs, with changes that some feel could hinder care at home.



September 8, 2020

Federal Super Bill Combines 9 Telehealth Bills, \$1.5 B to Combat Opioid Abuse, & AHA Open Letter on Telehealth Expansions



FCC Pushes Telehealth Connectivity With Connected Care Pilot Program

The Connected Care Pilot Program, a \$100 million project

Why patients love (and hate) telehealth, in their own words

August 27, 2020

As more Americans are turning to telehealth to receive care during the country's coronavirus

HealthAffairs

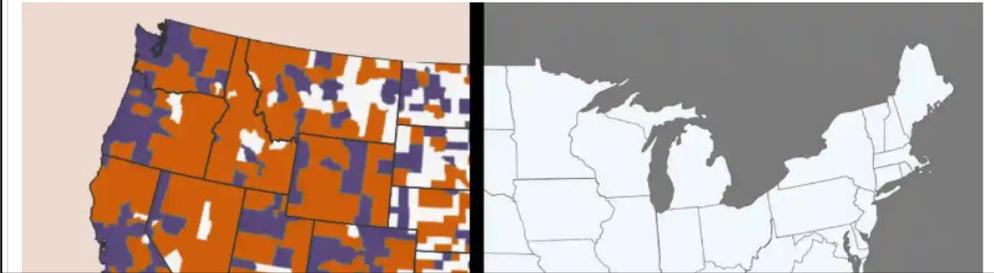
TOPICS JOURNAL BLOG

Five Ways—Beyond Current Policy—to Truly Integrate Telehealth Into Primary Care Practices

Avni Gupta, Ann M. Nguyen, Ji Eun Chang, Alden Yuanhong Lai, Carolyn Berry, Donna R. Shelley

US's digital divide 'is going to kill people' as Covid-19 exposes inequalities

Exclusive research shows drop in connectivity is impacting rural and urban areas with populations already underserved by the medical system or racked with poverty



New York Gov. Cuomo enlists former Google CEO to head commission to 'reimagine' the state after COVID-19

Published: May 9, 2020 at 11:45 a.m. ET

By Ciara Linnane

Schmidt will focus on improving public services and look at telehealth, remote learning and broadband access

Where are providers heading?

- When does “business as usual” return?
- How do providers prepare for patients who have delayed care?
 - “I can’t see all of my patients for physicals this year”
 - How do we manage population health?
- How do providers improve “rushed” telehealth implementation?
- Will consumers expect telehealth going forward?



74% Agree

Implementing video-based telemedicine is critical for the long-term financial solvency of my practice.

Source: 2020 HHS Telemedicine HACK Baseline Survey

What about...

- Ease of Use
- Consumer access to technology
- Consumer technology support
- Broadband availability
- Continuity of Care
- Provider Training
- Staff Training
- Interpreting services
- Support for disabilities
- Licensure barriers
- Evolving/TBD policy
- Privacy/Security concerns (perceived or actual)
- Others?

Legal & Regulatory Factors Providers Consider*

- Licensure
- Malpractice
- Informed Consent
- Documentation
- Insurance Coverage and Billing
- Privacy & Security (HIPAA)

**For educational purposes only. The Northeast Telehealth Resource Center recommends that providers should consult with legal counsel before launching a telehealth service.*

Select Resources

For consumers:

- What to Expect from a Telehealth Visit: https://www.youtube.com/watch?v=XEcdpvhl_n0
- Tips for Telehealth: <http://bit.ly/tipsfortelehealth>
- Telehealth Access for Seniors: <https://www.telehealthforseniors.org/>

For Providers:

- www.NETRC.org
- www.CCHPCA.org

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TELEHEALTH**

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Join our newsletter!

A large graphic featuring the text 'Thank You!' in a bold, blue, sans-serif font. The text is centered within a white circle. The circle is surrounded by a thick, multi-colored border that transitions from orange at the top to green at the bottom. There are four solid-colored circles (orange, green, orange, green) positioned at the top, right, bottom, and left of the main circle, respectively, creating a stylized, rounded square shape.

**Thank
You!**