NORTHEAST TELEHEALTH

RESOURCE CENTER NETRC.org

15th Annual UMaine Clinical Geriatrics Virtual Colloquium
October 27, 2020

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Telehealth & Health Access for Older Adults

Disclosures and Objectives

Disclaimers/Disclosures

- Any information provided is for educational purposes only and should not be regarded as legal advice.
- NETRC has no relevant financial interest, arrangement, or affiliation with any organizations related to commercial products or services discussed in this webinar.
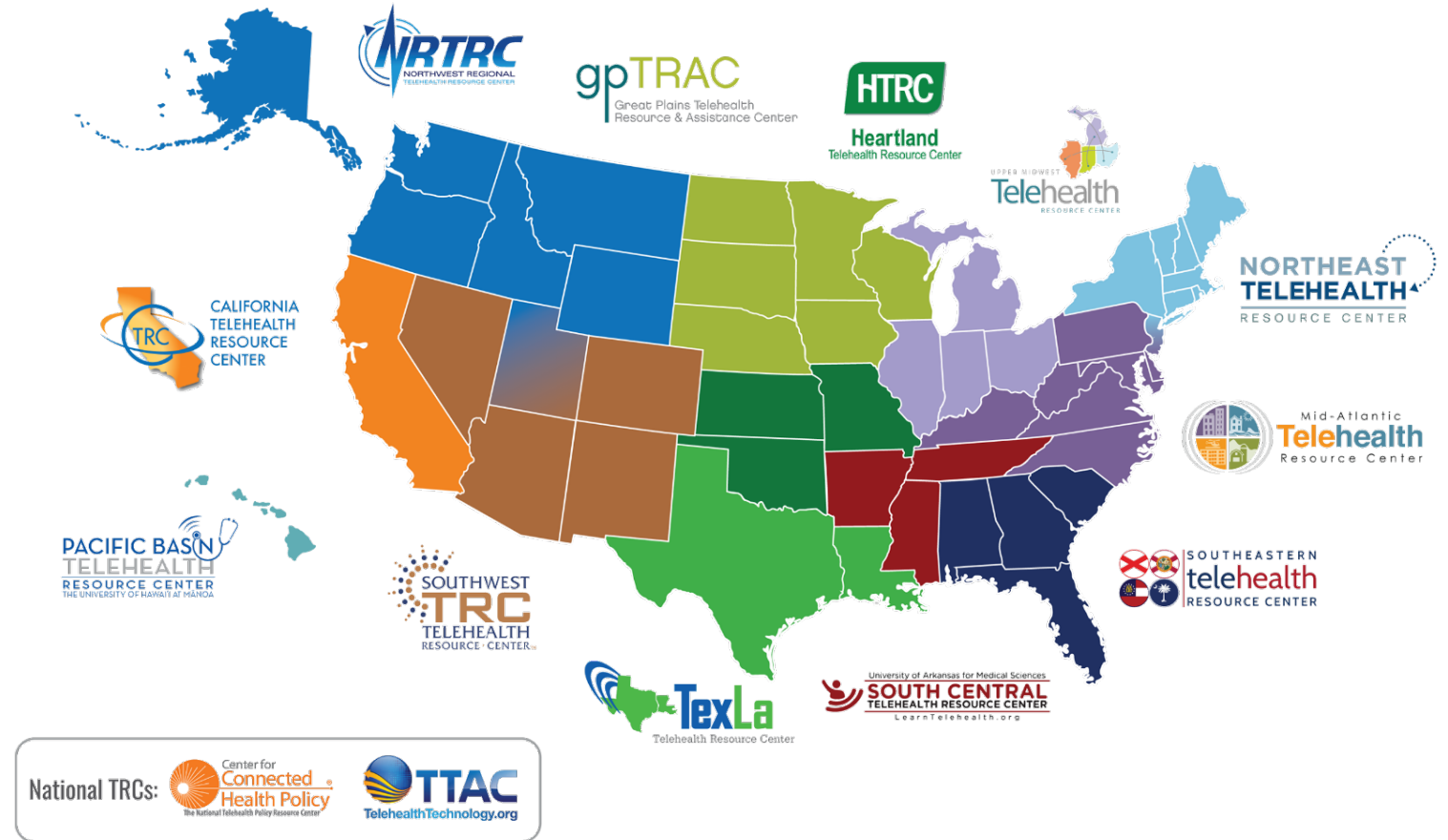
Objectives:

- Identify resources available through the HRSA funded Telehealth Resource Center and how to access them
- Discuss telehealth use cases and understand key considerations specific to older adults

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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.

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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.

Does telehealth include telephone?

Value Perspectives

| Older Adults	Communities	Primary Care Providers	Specialists	Health Plans

• Accessibility: care when and where they need it – prevention of complications
• Connectedness: reduces isolation
• Affordability: reduces travel time, expense and time away from work/family
• Timeliness: reduces wait time to access specialists
• Independence: able to live at home longer
	• Keeps patients local whenever possible
	• Promotes rapid diagnosis and treatment linked to improved patient outcomes
	• Improved population health
		• 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
			• Extends reach to patients
			• Teaching and partnership with PCP reduces the need for future, same-type referrals
			• Promotes coordinated care
				• Promotes timely access to care
				• Increases "provider availability" in geographically challenged areas
				• Cost savings
				  • Prescriptions
				  • Ancillary tests
				  • Patient transportation

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Telehealth Use Cases: Older Adults

Synchronous

Asynchronous
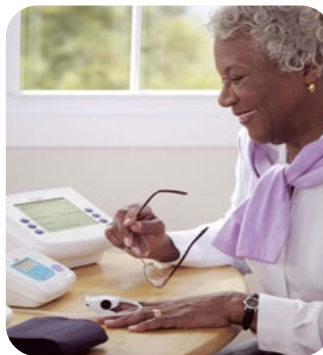
Mobile Health

Remote Patient Monitoring

Provider to Provider

TH and Social Determinants of Health (SDoH)

Start Here:

• Use Community and Patient Needs Surveys to Identify Patients who Would Benefit from Telehealth Services:

      - Patients who identify transportation as a barrier to accessing care

      - Older adults with limited mobility

      - Lack of insurance

• Improving access to, effects of, and value of medical and behavioral health services

• Chronic care management among special populations

• Provide remote access to specialists in rural and underserved settings

• Provide healthy weight and physical activity counseling

• Eligibility and enrollment

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Key Considerations: Patients and Providers

Patients

- Access to technology
- Sensory and motor changes
- Cognitive changes
- Supports for disabilities
- Interpreting services

Both

- Ease of use
- Access to technology
- Access to internet
- Continuity of care
- Privacy/security concerns

Providers

- Provider & staff training
- Legal and regulatory
- Licensure barriers
- Evolving/TBD policy
- Others?

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COVID and Telehealth Explosion

In the blink of an eye, telehealth and health care have become synonymous

Telehealth in the Time of COVID-19: A 20-Year Overnight Success

Using Telehealth in a Pandemic: Focus on Flexibility, Scalability

Executives from three different health systems talk abo[ut] they've used telehealth to meet the demands created [by] Coronavirus pandemic - and how those services are la[ying] groundwork for 'the new normal.'

Telehealth resource centers nationwide aid providers at no cost

The 14 federally funded regional TRCs have seen an enormous uptick in requests for assistance since the start of the COVID-19 pandemic.

By Kat Jercich | June 17, 2020 | 10:25 AM

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Who led the digital transformation of your company?

A) CEO
B) CTO
C) COVID-19
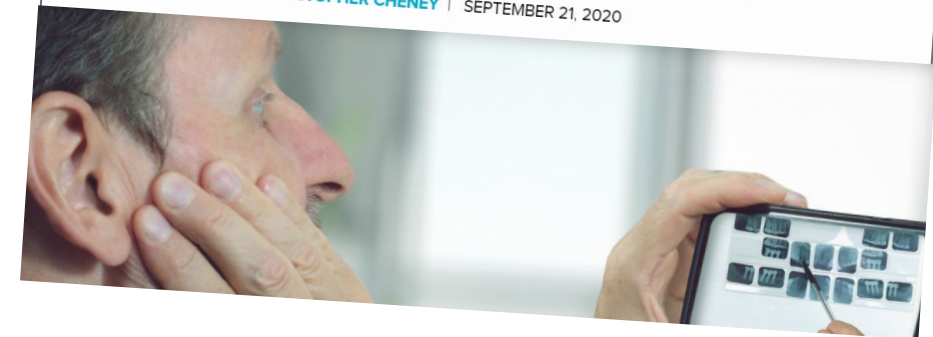
Social Distancing Puts Telehealth on the Front Lines

Tuesday, March 31, 2020

SHARE

TELEMEDICINE PROJECTED TO ACCOUNT FOR 20% OF MEDICAL VISITS IN 2020, REPORT SAYS

BY CHRISTOPHER CHENEY | SEPTEMBER 21, 2020

The Cyber Security Hub (n.d.) Posts (https://www.linkedin.com/company/the-cyber-security-hub/).
Retrieved March 30, 2020 from https://www.linkedin.com/posts/the-cyber-security-hub_activity-6652608881753227264-R2Y7

Telehealth in the News

Center for Connected Health Policy
The National Telehealth Policy Resource Center
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
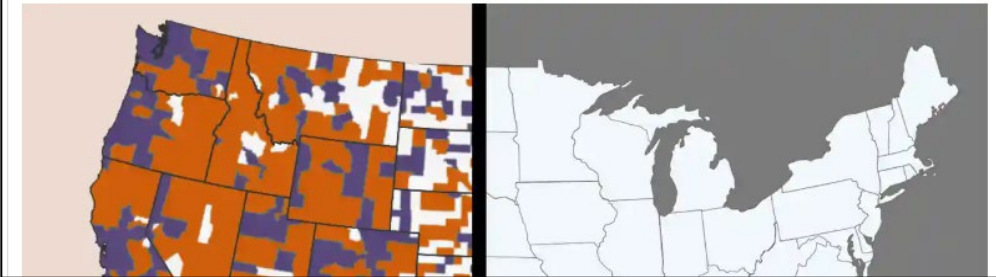
New York Gov. Cuomo enlists former Google CEO to head commission to 'reimagine' the state after COVID-19

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

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Where are we headed?

- 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

Select Resources for TH and Older Adults

- [ASPE Issue Brief: Medicare Telehealth](#)

- [IHI Blog – Keys to Effective Telemed for Older Adults](#)

- [Kaiser Family Foundation: Possibilities and Limits of TH for Adults During COVID-19](#)

- [American Psychological Association: How to Provide Telehealth to Older Adults](#)

- [NETRC Site & Telehealth Resource Library](#)

- [MATRC Telehealth Resources for COVID-19](#)

- [NRTRC Quick Start Guide to Telehealth](#)

- [CMS General Provider Telehealth & Telemedicine Toolkit](#)

- [AMA: A Physician's Guide to COVID-19](#)
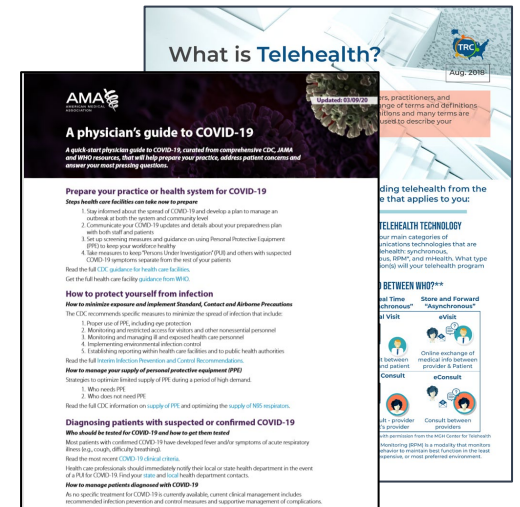
Patient/Client Resources

Telehealth Access for Seniors: https://www.telehealthforseniors.org/

HHS Telehealth Webpage for Patients: https://telehealth.hhs.gov/patients/

MaineCare Telehealth Page for Members: https://www.maine.gov/dhhs/oms/member-resources/telehealth

Devices/Connectivity:
National Digital Equity Center (Susan's Team ☺), has a device loaner program – any Maine resident over 70 years of age can borrow devices for 90 days at no charge, and pay $25/month after that 90 days if they wish to keep it longer.

FCC LifeLine Program - provides devices and subsidies on monthly voice and data fees for low income consumers. There are eligibility requirements (see webpage) and an application process.

Policy and Reimbursement Resources

CMS/Medicare - COVID-19 Emergency Declaration Blanket Waivers for Health Care Providers

- Medicare Telemedicine Health Care Provider Fact Sheet
- Medicare Learning Network (MLN) Booklet – 2020
- Medicare - Covered Telehealth Services CY2019 and CY 2020

Office of Civil Rights

- FAQs on Telehealth and HIPAA during COVID-19 public health emergency

DEA COVID-19 Information Page

SAMHSA COVID-19 Page

Center for Connected Health Policy

- Telehealth Coverage Policies in the Time of COVID-19
- COVID-19 Related State Actions
- Billing For Telehealth Encounters – CCHP 2020 Guide on Fee-for-Service

Federation of State Medical Boards – Board by Board Review

- States Waiving Licensure Requirements During COVID-19
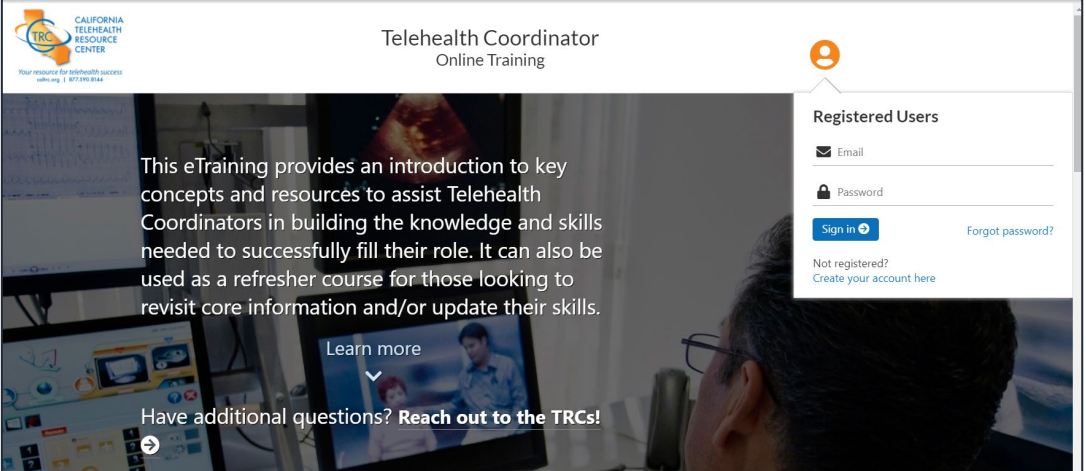
Additional Training and Resources

FREE ACCESS

Launching into Telehealth

2020 Northeast/Mid-Atlantic Virtual Telehealth Conference

KNOWLEDGE BASE 2020

https://telehealth2020.swoogo.com/launchtelehealth2020/

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Telehealth Coordinator
Online Training

This eTraining provides an introduction to key concepts and resources to assist Telehealth Coordinators in building the knowledge and skills needed to successfully fill their role. It can also be used as a refresher course for those looking to revisit core information and/or update their skills.

Learn more

Have additional questions? **Reach out to the TRCs!**

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Create your account here

https://www.telehealthtrain.org/

Bi-Weekly Telehealth Office Hours
TH Billing and Coding
Every other Thursday 12pm-1pm
Contact us for Zoom connection info

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