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

Danielle Louder, Co-Director – MCD Public Health
Director, Northeast Telehealth Resource Center
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
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.
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.

**Technical Assistance**
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.

**Education**
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.

**Business Strategy**
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?
<table>
<thead>
<tr>
<th>Value Perspectives</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Older Adults</strong></td>
</tr>
<tr>
<td>• Accessibility: care when and where they need it – prevention of complications</td>
</tr>
<tr>
<td>• Connectedness: reduces isolation</td>
</tr>
<tr>
<td>• Affordability: reduces travel time, expense and time away from work/family</td>
</tr>
<tr>
<td>• Timeliness: reduces wait time to access specialists</td>
</tr>
<tr>
<td>• Independence: able to live at home longer</td>
</tr>
<tr>
<td><strong>Communities</strong></td>
</tr>
<tr>
<td>• Keeps patients local whenever possible</td>
</tr>
<tr>
<td>• Promotes rapid diagnosis and treatment linked to improved patient outcomes</td>
</tr>
<tr>
<td>• Improved population health</td>
</tr>
<tr>
<td><strong>Primary Care Providers</strong></td>
</tr>
<tr>
<td>• Promotes coordinated care</td>
</tr>
<tr>
<td>• Reduces provider isolation</td>
</tr>
<tr>
<td>• Maintains primary relationship with patient</td>
</tr>
<tr>
<td>• Promotes greater patient satisfaction</td>
</tr>
<tr>
<td>• Generates revenue – visit reimbursement</td>
</tr>
<tr>
<td>• Access to education</td>
</tr>
<tr>
<td>• Working at top of scope</td>
</tr>
<tr>
<td><strong>Specialists</strong></td>
</tr>
<tr>
<td>• Extends reach to patients</td>
</tr>
<tr>
<td>• Teaching and partnership with PCP reduces the need for future, same-type referrals</td>
</tr>
<tr>
<td>• Promotes coordinated care</td>
</tr>
<tr>
<td><strong>Health Plans</strong></td>
</tr>
<tr>
<td>• Promotes timely access to care</td>
</tr>
<tr>
<td>• Increases “provider availability” in geographically challenged areas</td>
</tr>
<tr>
<td>• Cost savings</td>
</tr>
<tr>
<td>• Prescriptions</td>
</tr>
<tr>
<td>• Ancillary tests</td>
</tr>
<tr>
<td>• Patient transportation</td>
</tr>
</tbody>
</table>
Telehealth Use Cases: Older Adults

- **Synchronous**
  - Synchronous Use Case Image

- **Asynchronous**
  - Asynchronous Use Case Image

- **Mobile Health**
  - Mobile Health Use Case Image

- **Remote Patient Monitoring**
  - Remote Patient Monitoring Use Case Image

- **Provider to Provider**
  - Provider to Provider Use Case Image
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

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

The Cyber Security Hub™
594,296 followers
3h • ☺

Who led the digital transformation of your company?
A) CEO
B) CTO
C) COVID-19

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 about how they’ve used telehealth to meet the demands created by the Coronavirus pandemic - and how those services are laying groundwork for ‘the new normal.’

Social Distancing Puts Telehealth on the Front Lines

Telemedicine projected to account for 20% of medical visits in 2020, report says

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.

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 pandemic.

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

Five Ways—Beyond Current Policy—To Truly Integrate Telehealth Into Primary Care Practices
Anni Gupta, Ann M. Nguyen, Ji-Eun Chang, Allen Yuen Hong Lai, Carolyn Berry, Donna R. Shelley

Telehealth in the News
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


https://www.telehealthtrain.org/

Bi-Weekly Telehealth Office Hours
TH Billing and Coding
Every other Thursday 12pm-1pm
Contact us for Zoom connection info
This presentation was made possible by grant number G22RH30352 from the Office for the Advancement of Telehealth, Health Resources and Services Administration, DHHS.