

# Telehealth Perspective: How it has evolved past COVID



Heartland Annual Meeting

May 20, 2022

Becky Sanders

Executive Director of Telehealth Services

# Telehealth is now mainstream

- CMS reports telehealth usage has increased 63-fold
  - 840,000 visits in 2019
  - 52.7 million visits in 2020

# Care From Home

- Mostly cash pay apps/websites prior to COVID
- Some insurers offered solutions to their members
- Medicare / Medicaid programs began reimbursing during COVID
  - Historic changes to Medicare geographical barriers
  - Urban Medicare telehealth reimbursement for the first time

# Culture of “Telehealth First”

- Anthem Virtual Care On-Demand
- CVS Minute Clinic now offers
  - E-Clinic Visit
  - Video Visit
- Walgreens Find Care™



# "Care-at-Home"

- Remote Patient Monitoring
- Chronic Care Management
- Post-surgical care/inpatient stays
- Examples:
  - Best Buy bought Current Health in October 2021
    - Care-at-home technology platform
  - Teladoc Health bought InTouch Health in July 2020
    - Stroke care
  - Teladoc Health bought Livongo in October 2020
    - Chronic care management

# Starting a Telegenetics Program

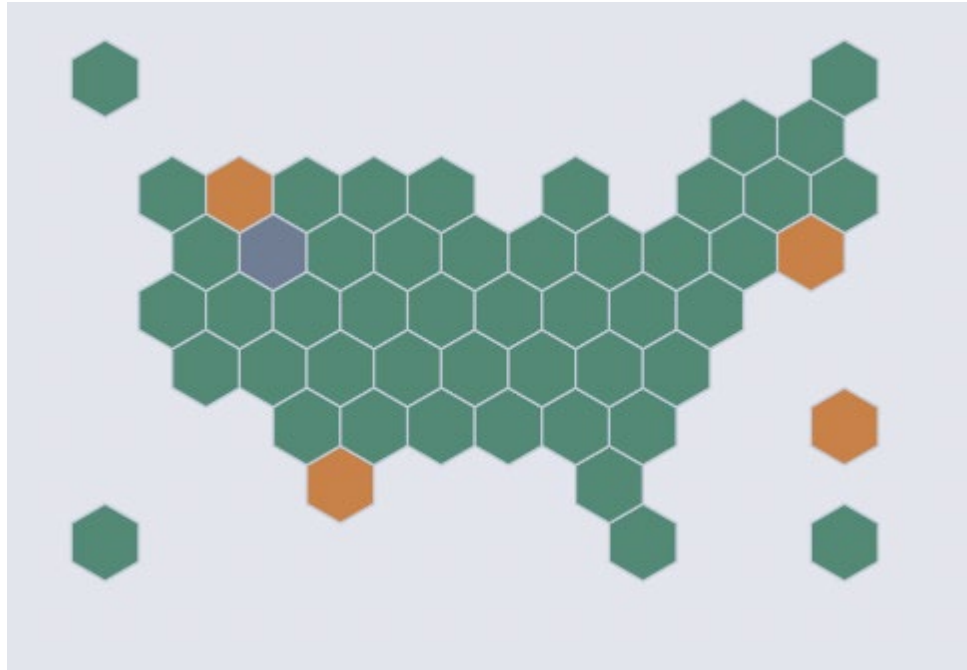
- Start Small
- Pick an easy win
- This will increase trust in management
- Build on this success

# Convincing your People

- Find a Telehealth Champion
- Gather a diversified team
  - Clinical Providers
  - Technology Staff
  - Nutritionists / Dieticians
  - Schedulers / Medical Assistants
- Find out what motivates them!
  - Pizza party
  - Friday afternoon off
  - Gift card
  - Employee of the week/month/quarter

<https://www.allaboutlean.com>

# Center for Connected Health Policy



<https://www.cchpca.org/>



# Spring 2022 Medicaid Summary Chart

STATE	MEDICAID REIMBURSEMENT				PRIVATE PAYER LAW		PROFESSIONAL REQUIREMENTS	
	LIVE VIDEO	STORE-AND-FORWARD	REMOTE PATIENT MONITORING	AUDIO-ONLY	LAW EXISTS	PAYMENT PARITY	INTERSTATE COMPACTS (see key)	CONSENT REQUIREMENT
INDIANA	✓	✗	✓	✓	✓	✗	ASLP-IC, EMS, IMLC, NLC, PSY, PTC	✓
IOWA	✓	✓	✗	✓	✓	✓	EMS, IMLC, NLC, PTC	✓
KANSAS	✓	✗	✓	✗	✓	✗	ASLP-IC, EMS, IMLC, NLC, PSY, PTC	✓
KENTUCKY	✓	✓	✗	✗	✓	✓	ASLP-IC, CC, IMLC, NLC, OT, PSY, PTC	✓
LOUISIANA	✓	✗	✓	✓	✓	✗	ASLP-IC, EMS, IMLC, NLC, PTC	✓
MAINE	✓	✓	✓	✓	✓	✗	CC, IMLC, NLC, OT, PSY	✓
MARYLAND	✓	✓	✓	✗	✓	✓	ASLP-IC, CC, IMLC, NLC, OT, PSY, PTC	✓
MASSACHUSETTS	✓	✓	✗	✓	✓	✓	-	✓
MICHIGAN	✓	✓	✓	✓*	✓	✗	IMLC	✓
MINNESOTA	✓	✓	✓	✓ <small>(expires in 2023)</small>	✓	✓	IMLC, PSY	✓
MISSISSIPPI	✓	✗	✓	✗	✓	✗	ASLP-IC, CC, EMS, IMLC, NLC, PTC	✓
MISSOURI	✓	✓	✓	✗	✓	✗	EMS, NLC, OT, PSY, PTC	✓
MONTANA	✓	✗	✗	✗	✓	✗	IMLC, NLC, PTC	✓
NEBRASKA	✓	✗	✓	✗	✓	✓	ASLP-IC, CC, EMS, IMLC, NLC, OT, PSY, PTC	✓
NEVADA	✓	✓	✗	✓	✓	✓	IMLC, PSY	✗
NEW HAMPSHIRE	✓	✗	✗	✗	✓	✗	ASLP-IC, IMLC, NLC, OT, PSY, PTC	✓
NEW JERSEY	✓	✗	✗	✗	✓	✗	IMLC, NLC, PSY, PTC	✓
NEW MEXICO	✓	✓	✗	✓	✓	✓	NLC	✓
NEW YORK	✓	✓	✓	✓	✓	✗	-	✓
NORTH CAROLINA	✓	✓*	✓	✓	✗	✗	ASLP-IC, NLC, OT, PSY, PTC	✓
NORTH DAKOTA	✓	✗	✓	✓	✓	✗	APRN, EMS, IMLC, NLC, PTC	✓



## TELEHEALTH POLICY IMPACTS OF THE 2022 CONSOLIDATED APPROPRIATIONS ACT

Below is a quick reference regarding the major impacts on federal telehealth policy on Medicare. For the most part, the policies focus on the temporary changes that were made to Medicare telehealth policy in response to COVID-19.

MEDICARE		
ISSUE	CHANGE MADE BY BUDGET BILL	DIFFERENCE FROM CURRENT WAIVER
Patient Location – Geographic	Extension of waiver on the geographic location of patient requirement to continue an additional 151 days after the Public Health Emergency (PHE) is declared over.	No difference from current COVID-19 temporary waiver.
Patient Location – Site	Extension of waiver on the site location of patient requirement to continue an additional 151 days after the PHE is declared over.	No difference from current COVID-19 temporary waiver.
Eligible Providers	Allow FQHCs, RHCs, PTs, OTs, Speech-Language Pathologists and Audiologists to continue to be reimbursed for services delivered via telehealth an additional 151 days after the PHE is declared over.	Under the current COVID-19 waivers, the category of providers is all eligible Medicare providers.
Audio-Only	Extension of waiver on the use of audio-only as a modality to continue an additional 151 days after the PHE is declared over.	No difference from current COVID-19 temporary waiver.
Recertification of eligibility for hospice care	Extension of waiver on the use of telehealth to continue to be used an additional 151 days after the PHE is declared over.	No difference from current COVID-19 temporary waiver.
OTHER TELEHEALTH POLICY ISSUE		
ISSUE	CHANGE MADE BY BUDGET BILL	
In post-PHE environment, requirement of an in-person visit before a mental health visit via telehealth takes place when not meeting geographic and site requirements imposed on telehealth for Medicare program (Includes FQHCs, RHCs and audio-only requirement)	Delay requirement 151 days after the PHE is declared over.	
Concern over fraud/waste and utilization	MedPAC will do a report for Congress on utilization and other issues in Medicare/OIG will do a report on fraud and waste. Due to Congress June 2023	

<https://www.cchpc.a.org/2022/03/TELEHEALTH-POLICY-IMPACTS-OF-2022-CONSOLIDATED-APPROPRIATIONS-ACT.pdf>

# Federal COVID-19 Public Health Emergency

- Last 90-day extension signed April 12, 2022
- Now less than 60 days from expiring
- Therefore, likely to be renewed in July for an additional 90 days
- Also renews all COVID-era Medicare reimbursement changes





# THANK YOU

Becky Sanders  
Executive Director of Telehealth Services  
[bsanders@opys.com](mailto:bsanders@opys.com)