Telehealth 101: What You Need to Know to Get Started Now

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Learning Objectives

Overarching objective is to support our Provider shift to telehealth during pandemic

• Beacon’s position on expanding access via telehealth during COVID-19
• How telehealth enables continuous care during COVID-19
• Implementing Telehealth – platforms, etiquette, HIPAA compliance
• Technology options/best practices
• Resources – Beacon and the National Telehealth Resource Center
House Keeping Items

1. Today’s webinar is 1 hour including Q&A
2. All participants will be muted during the webinar
3. Please use the Q&A function vs. chat. We will monitor questions throughout and answer as many as possible at the end.
4. This webinar is being recorded and will be posted within 24 hours at www.beaconhealthoptions.com/coronavirus/ so you have continued access to the information and resources
Beacon’s Position on Telehealth

Telehealth can be an effective way for members to begin or continue their care through a mental health or substance use disorder provider from their homes.

- Based on the guidance we are receiving from states and other regulatory bodies, and to aid in the start or continuity of care:
  - Beacon will cover telehealth services, including phone therapy, for most services.
  - When clinically appropriate, we are currently encouraging providers to use technologies to communicate with individuals in a confidential and secure manner.
  - If you have questions about how a particular service is covered please Call Beacon’s National Provider Service Line at 800-397-1630 (Monday-Friday, 8 a.m.- 8 p.m. ET) or contact your Provider Relations contact.
The California Telehealth Resource Center (CTRC) was established as a federally designated Telehealth Resource Center in 2006. We are nationally recognized as one of fourteen HRSA funded Telehealth Resource Centers around the country.

The 12 regional and 2 national TRCs are expertly staffed and have come together under one consortium to further the advancement and accessibility of telehealth with a focus in rural healthcare.

CTRC has worked with hundreds of programs, providers, universities, government agencies, and equipment developers to identify best program practices, newly emerging technologies and trends, and studies that identify the impact of telemedicine services.
Portions of the information in these slides have been provided in part by other regional Telehealth Resource Centers located throughout the country. This information is used with permission from each of these TRCs.
This telehealth 101 presentation is for health care providers who wish to implement web-based video to interact with their patients during the COVID-19 pandemic.

Under normal circumstances, the development and implementation of telehealth is best accomplished through a thorough, deliberate planning process.

However, due to the current public health emergency, health care providers are encouraged to utilize telehealth when possible in lieu of seeing patients in person.

This presentation does not cover other types of telehealth, such as store and-forward, remote patient monitoring, or the use of other telehealth technologies such as telemedicine carts or medical peripherals. All of these are excellent and often appropriate means of caring for patients, but are not covered here.
The Telehealth Landscape

Drivers
- Public Health Emergency
- Aging population
- Consumer demand
- Expanding Reimbursement
- Provider shortages
- Payment reform
- Readmission penalties
- Competitive forces

Barriers
- Access to broadband and/or technology
- Privacy and security concerns
- Provider resistance to change
- Legal/regulatory questions

COVID-19
- Many state Medicaid programs and CMS have issued mandates during the COVID-19 pandemic.
  Some, if not all, of these barriers have been removed.
- Reach out to Beacon’s National Provider Service Line for state mandate status at (800) 397-1630
It is generally good to take a long view when selecting technology. However, during the current national public health emergency, the federal government has provided flexibility in the video equipment that can be used.

Many vendors are offering free or reduced prices for the next few months in support of a quick ramp-up of telehealth services.
Off-the-Shelf products for providers and consumers
Camera Stability

Mobile devices such as tablets and cellphones: use a stand or mount to keep the device still.
Video Platforms

The federal Office of Civil Rights (OCR) has temporarily relaxed its enforcement standards during this national emergency to allow covered health care providers to use video technologies that do not fully comply with HIPAA rules.

Health care providers choosing to use these products should inform patients that there may be privacy risks. Health care providers seeking more privacy for patients should consider products that use encryption and tools such as passcodes to restrict the session, and vendors that will sign HIPAA Business Associates Agreements (BAAs) in connection with their video solutions.
HIPAA Compliant Platform Examples

Zoom for Healthcare
VSee
doxy.me
Cisco
eVisit
Vidyo
EHR/Practice Management System with integrated live video telehealth capabilities
Best Practice Considerations

Consent

- Providers should follow the guidelines of the applicable health plan and government agencies with regards to telehealth consent

- **Identification and Authentication**
  - Clinicians should take reasonable steps to verify the identities of their clients and to properly represent their identity and credentials to their clients. Use the same care one would take to identify a patient/client in person.
  - Obtain copies of driver’s license/photo ID, insurance cards, etc.

- **Accessibility, Planning, and Emergency Care**
  - Specific plans for emergencies, including maintaining a list of the client’s local emergency resources, should be implemented and discussed.
  - Screening should be used to identify inappropriate cases.
Direct To Consumer Considerations

Seeing clients in their home is fine, but recognize the potential risks:

✔ You lose any physical control of the patient and surroundings
✔ You rely on their equipment and network
✔ You may need to verify the patient’s location (for safety reasons)
✔ There is no one correct solution to these risks and it may be impossible to provide appropriate treatment in some locations.
Camera Location

- Camera Location - the illusion of “eye contact”
  a. Camera centered on screen
  b. Remote “face” is directly under the camera; as close to the camera as possible

“Lower the camera, raise the image”
Lighting

• Standard workplace lighting is often “good enough”
• General principle: bright, diffuse, from the front
• Things to avoid
  • Harsh light, glossy surfaces, reflections
  • Unbalanced light and “point” sources
    • Lamps throw shadows
  • Backlighting and windows behind
  • Bright or reflective background
Privacy & Security

Work area has insufficient privacy allowing co-workers to unintentionally intrude

Secure office location, but the glass behind the user creates a distraction and privacy concern
Framing & Background

- Camera at head level
- Fill the frame to the top
- Include your hands
- Avoid intrusive backgrounds
- Avoid backlighting
Sound

• Lots of mic styles available - choose the least intrusive

• Feedback - usually from two connections in the same room

• Echo - the one causing the problem can’t hear it

• **Pro Tip:**
  • The mute button is your friend
Universal Video Etiquette

Everybody in the room should be on screen (or at least should come on screen to be introduced)

Everybody should be identified by name and role

Patient consent should be obtained, and any questions about the technology answered
Internet Bandwidth Considerations

Successful video requires adequate bandwidth to the home/phone and within it, a device (phone, tablet, or laptop) with a camera and microphone, a person able to manage it, and a little patience.

While many homes have decent bandwidth and wireless plans, with parents and children all home working and taking classes online, watching movies, gaming, etc., there can be a lot of competition for that bandwidth.

Similarly, video running on a laptop with several windows running may also compete for adequate resources.
Tips for success

✓ If possible, complete a pre-test call with patients. This is often best done by a front office staff or MA who functions as a super user.
✓ Check to see if both ends can see and hear each other
✓ Check to be sure that audio and video aren’t muted on one end
✓ If the connection isn’t great, limit what else is connected to bandwidth and close extra windows on the device.
✓ Help patients become comfortable with the experience. Keeping it simple and providing a little familiarity with the technology goes a long way.
✓ Have a back-up plan if the technology doesn’t work: Can the call be moved to telephone only or does the patient need to be seen in person? Decide in advance.
✓ Relax! Patients of all ages tend to enjoy the connection with their health care providers that telehealth provides.

If a provider, or patient, has one bad encounter, they will need 10 good encounters to regain trust!
Best Practices

Building Rapport

• Talk normally

• Look at the patient (ensure their face is near the camera)
  • Place your “self-view” frame as near the camera as possible

• Use gestures - be animated
  • Make sure your gestures are on camera/in the frame
Reimbursement

I know what you’re thinking.....
Just tell me how to get paid already
Beacon Billing

Expectation of services are equivalent to those delivered for an in-office visit

- Submit claims in the same format
- Utilize the appropriate CPT code in concert with the type of service and duration of each visit
- A telehealth indicator, such as a 95 or GT modifier or POS of 02 required in many states, please check state guidelines
- Reimbursement for a telehealth service is typically the same amount as a traditional office visit
- Beacon will follow all state mandates
Where can you go to learn more about telehealth?
The National Consortium of Telehealth Resource Centers (NCTRC) is an affiliation of the 14 Telehealth Resource Centers funded individually through cooperative agreements from the Health Resources & Services Administration, Office for the Advancement of Telehealth. The goal of the NCTRC is to increase the consistency, efficiency, and impact of federally funded telehealth technical assistance services. This presentation was made possible by 14 Telehealth Resource Centers and administered through grant #G22RH30365 from the Office for the Advancement of Telehealth, Federal Office of Rural Health Policy, Health Resources and Services Administration, Department of Health and Human Services.
COVID-19 Telehealth Toolkit

March 19, 2020

What is COVID-19?
Coronavirus disease 2019 (COVID-19) is a novel coronavirus that has not been previously identified. Symptoms include cough, difficulty breathing, fever, and mild to severe respiratory illness. According to the Centers for Disease Control and Prevention (CDC), the virus currently seems to be easily spread through coughing in the United States (community spread), meaning “some people have been infected and it is not known how or where they became infected.”

What is Telehealth?
Telehealth can address COVID-19 and other alternate solutions by limiting exposure to healthcare providers and health care workers. Telehealth can also extend the reach of those living in remote areas or providers that have limited access to patient services. This allows patients to receive health care away from settings where potential for contracting COVID-19 is high, such as hospitals, health clinic waiting rooms, private practices, etc.

NCTRC Resource Documents

And so much more!

COVID-19 Telehealth Toolkit
A special document released to assist organizations implement telehealth during the COVID-19 outbreak.

How Patients Can Engage Telehealth

Telehealth is a way to receive healthcare services digitally. Telehealth lets you video/conference with doctors through computers, tablets, or smartphones and virtually connect to your local clinic or other health locations without leaving your home.

Ask yourself these questions before trying out telehealth:
• How can I start receiving Telehealth Services?
Many healthcare organizations are already set up to provide telehealth. Depending on your needs, telehealth is used for many different health care services. For example, telehealth is widely used for behavioral health needs, such as therapy or medication management.

What Equipment Do I Need?
Stable internet and a computer, tablet, or smartphone (an iPad that’s needed to use telehealth if you are going to be using doctors offices, hospitals, or other health care provider to receive telehealth services, you do not need to bring your own equipment.

Is My Personal Health Information Safe?
All health care organizations already ensure your health information is safe and protected. The same thing goes for telehealth – there is no exception. If you’re worried about your protected health information, ask your doctor how they’re keeping your information safe.
But Wait…
There’s More!

- Toolkits
- Checklists
- Templates
- Reports

- Directories
- Videos
- Library
COVID-19 State-Specific Resources

- Policy
- Reimbursement

Best Practices
- Patient & Provider Education
- Clinical Workflow
- Quick start up guides
- So much more
Telebehavioral Health Center of Excellence

TELEBEHAVIORAL HEALTH CENTER OF EXCELLENCE

The most current information in a rapidly evolving market.

The Telebehavioral Health Center of Excellence is dedicated to providing the most current, accurate, practical information for starting or enhancing Telebehavioral or Telemental health-related services. These resources are intended to provide you with the most current information to help you get started. They are not comprehensive in the historical sense but represent the best of the current Telebehavioral Health resources available.

What is Telebehavioral Health? We recommend starting with the Overview.

Visit [https://tbhcoe.matrc.org/](https://tbhcoe.matrc.org/)
The National Consortium of Telehealth Resource Centers provides a free webinar for those interested in telehealth.

Every 3rd Thursday
11 AM – 12 PM (PST)
Don’t worry. We record them.

Can’t make the live webinars? No problem! We record all webinars and post them on our YouTube page within 1 business day.

Find more educational webinars:
https://www.telehealthresourcecenter.org/events/category/webinars/?tribe_event_display=past
Key Takeaways

1. **TELEHEALTH IS A RAPIDLY EXPANDING FIELD.** We’re expecting many changes in 2020 and will continue to see changes as we move forward.

2. **CONNECT WITH US.** Shoot us an email, give us a call, visit the website, or even better, register for our regional conferences (once they resume).

3. **OUR RESOURCES.** DIY kind of person? We have numerous resources and a reliable network to get your answer. We’re federally funded so our information and resources are at your disposal.

4. **THE CONSORTIUM.** If we can’t answer your question, we know who can! Each TRC is backed up by the power of the National Consortium – experts nationwide, ready and willing to assist.
Beacon Resources

Coronavirus Provider Resources (Link)
Telehealth Resource (Link)
Provider Webinars (Link)

Additional Provider Webinars

1. Crisis planning
2. Compassion fatigue
3. Transitioning IOP/PHP
4. Navigating billing

and others!
Thank you for joining us

• This presentation will be posted at www.beaconhealthoptions.com/coronavirus/
• Please take our short survey at the end of this presentation

CONTACT US:

Beacon’s National Provider Services Line
800-397-1630 (Monday-Friday, 8 a.m.- 8 p.m. ET)
or contact your Provider Relations contact.

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