

eHEALTH INITIATIVE



Telehealth During the COVID-19 Pandemic

April 7, 2020



Agenda

Welcome and Introductions

- **Jennifer Covich Bordenick**, CEO, eHealth Initiative and Foundation

Presenters

- **Andi Hila**, Director of Strategy Consulting, Updox
- **Mark Filiault**, CIO, Connecticut Orthopaedic Specialists
- **Cathy Kuhn, PharmD, BCACP, FAPhA**, Director of Strategy Consulting, Updox
- **Eric Weidmann, MD**, Chief Medical Officer, eMDs



Today's Speakers



Mark Filiault
CIO
Connecticut
Orthopaedic Specialists



Andi Hila
Director of Strategy
Consulting
Updox



Cathy Kuhn,
PharmD, BCACP,
FAPhA
Director of Strategy
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Eric Weidmann, MD
Chief Medical Officer
eMDs

Housekeeping

- **All participants are muted**
- Use the **Q&A** box to ask a question related to the presentation
- Use the chat box is for *technical difficulties* and other questions / comments



Presentation slides are in the eHI resource Center
<https://www.ehidc.org/resources>

eHI Leadership Council



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eHI's Mission

To serve as the industry leader in **convening executives** and multi-stakeholder groups to **identify best practices** that **transform healthcare** through the use of **technology and innovation**





- **April 14** – eHI Privacy and Security Webinar Series
- **April 21** – The HIE Playbook for Overcoming Data Challenges During the Pandemic
- **April 23** – Adopting telehealth to protect your business, staff and patients through COVID-19 (with update on reimbursement changes)

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Andi Hila

Director, Strategy Consulting

Updox



Telehealth During the COVID-19 Pandemic

In the wake of the current situation with COVID-19, physicians and other healthcare providers are rapidly adopting workflows for telehealth to triage incoming patients to determine and evaluate risk, reduce non-emergent office visits, remotely monitor patients and more.



What is Telehealth?

Telehealth is a collection of means or methods for enhancing health care, public health and health education delivery and support using telecommunications technologies.

Telehealth encompasses a broad variety of technologies and tactics to deliver virtual medical, health, and education services. Telehealth is not a specific service, but a collection of means to enhance care and education delivery.

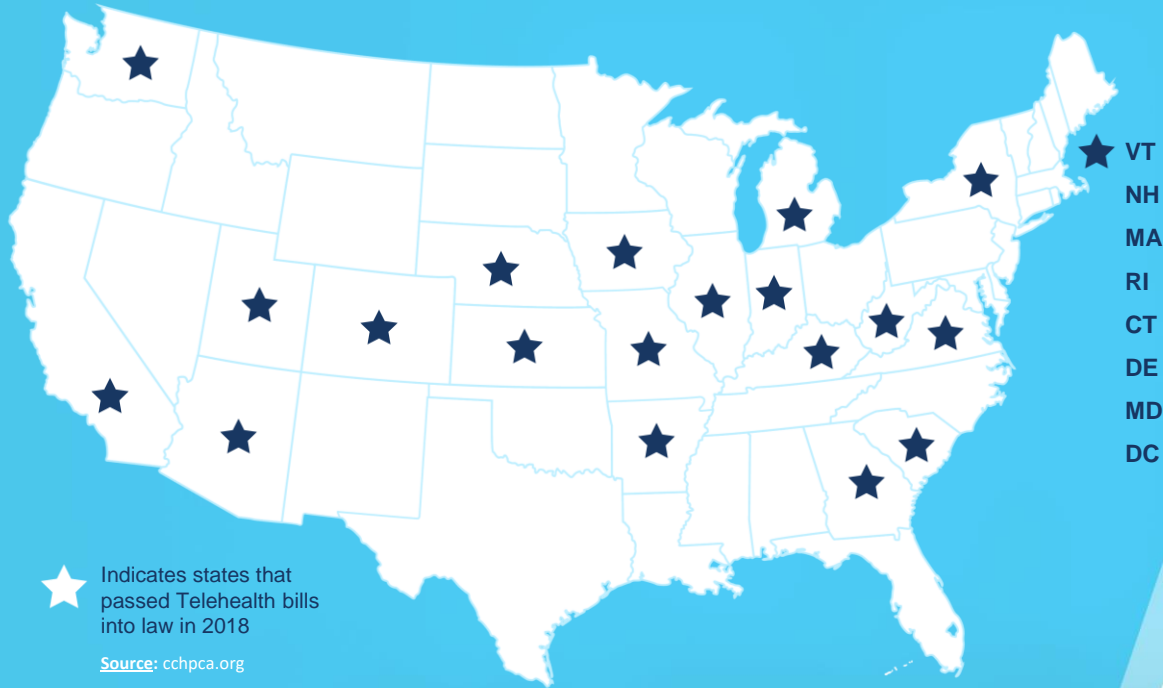
Source: <https://www.cchpca.org/about/about-telehealth>

Telehealth Benefits

- Improved Access
- Cost Efficiencies
- Improve Quality
- Consumer Demand

Source: *American Telemedicine Association*

Telehealth Bills Enacted by State (2018)



In 2018, 27 states plus D.C. passed 65 telehealth bills into law.

Source: Center for Connected Health Policy

Summary of Medicare Telemedicine Services

TYPE OF SERVICE	WHAT IS THE SERVICE?	HCPCS/CPT CODE	Patient Relationship with Provider
MEDICARE TELEHEALTH VISITS	A visit with a provider that uses telecommunication systems between a provider and a patient.	<p>Common telehealth services include:</p> <ul style="list-style-type: none"> • 99201-99215 (Office or other outpatient visits) • G0425-G0427 (Telehealth consultations, emergency department or initial inpatient) • G0406-G0408 (Follow-up inpatient telehealth consultations furnished to beneficiaries in hospitals or SNFs) <p>For a complete list: https://www.cms.gov/Medicare/Medicare-General-Information/Telehealth/Telehealth-Codes</p>	<p>For new* or established patients.</p> <p>*To the extent the 1135 waiver requires an established relationship, HHS will not conduct audits to ensure that such a prior relationship existed for claims submitted during this public health emergency</p>
VIRTUAL CHECK-IN	A brief (5-10 minutes) check in with your practitioner via telephone or other telecommunications device to decide whether an office visit or other service is needed. A remote evaluation of recorded video and/or images submitted by an established patient.	<ul style="list-style-type: none"> • HCPCS code G2012 • HCPCS code G2010 	For established patients.
E-VISITS	A communication between a patient and their provider through an online patient portal.	<ul style="list-style-type: none"> • 99421 • 99422 • 99423 • G2061 • G2062 • G2063 	For established patients.

Source: Medicare Telemedicine Health Care Provider Fact Sheet



State of Telehealth

Some common myths that we hear:

- 1 “I have to get new computers, cameras and other expensive equipment.”
- 2 “It will take a long time to get up and running, and train my staff.”
- 3 “My patients, especially the older ones, aren’t comfortable with technology.”
- 4 “My patients only want to interact face-to-face.”
- 5 “I won’t get reimbursed for telehealth services.”

Panel Q&A

Featuring:

Eric Weidmann, MD

Chief Medical Officer, eMDs

Mark Filiault

CIO, Connecticut Orthopaedics

Cathy Kuhn, PharmD, BCACP, FAPhA

Director of Strategy Consulting, Updox



Question 1 of 6

When did you start using telehealth? What was the driving force?

Physician's Key Drivers for Telehealth

- Increases patient convenience
- Improves work efficiency
- Allows me to provide care remotely
- Improves patient-doc relationship
- Increases patient safety
- Provides a new stream of revenue

Source: AMA Digital Health Research (February 2020)

During the pandemic, what are some of the ways physicians are using telehealth from a clinical perspective? What types of visits or calls is it replacing?

Question 3 of 6

How did you approach implementation?

Selecting a Telehealth Solution

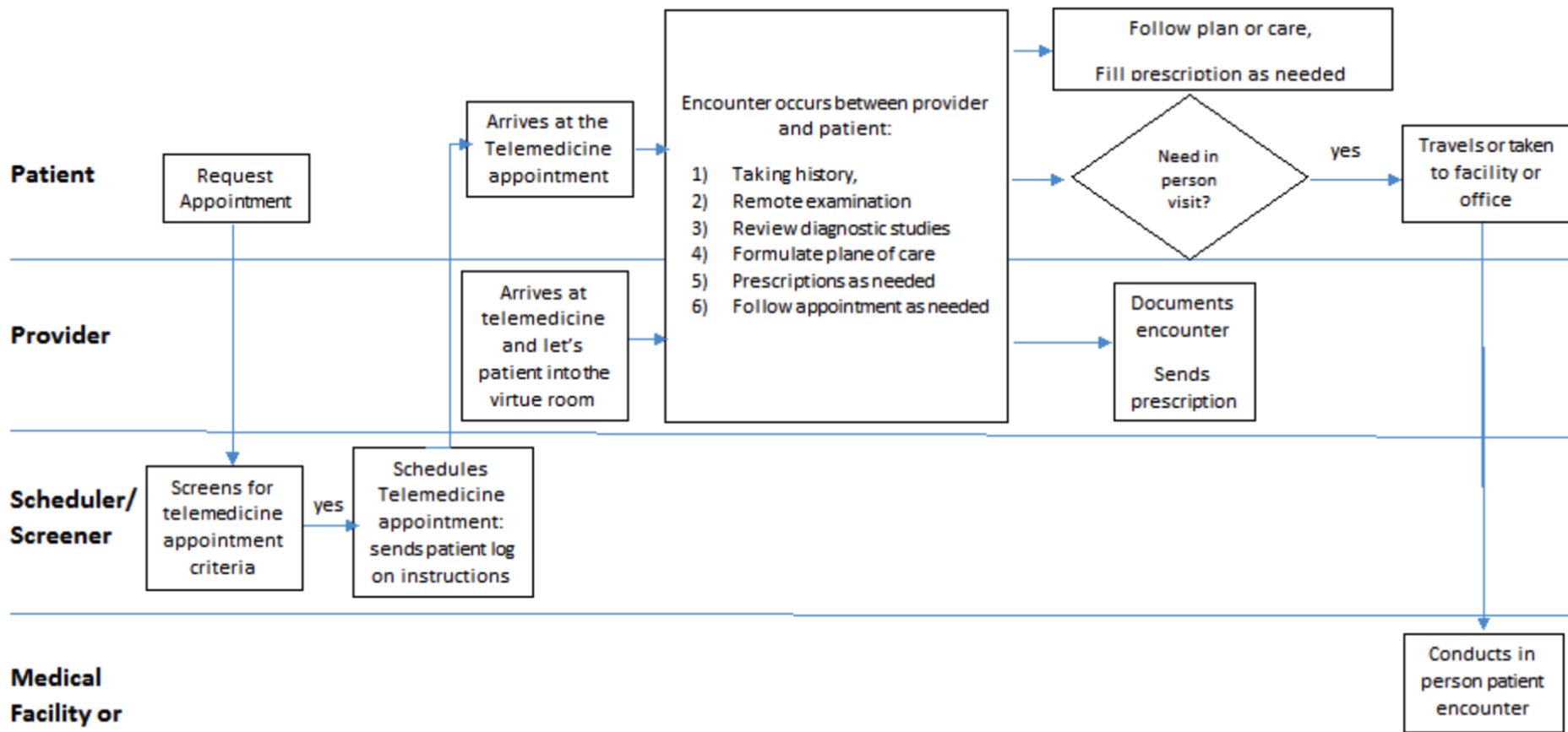
- HIPAA and HITECH compliance
- Usability
- Differentiation from competitors
- Access to technical support staff
- Customization features
- EHR integration

Source: American Medical Association & The Office of the National Coordinator for Health Information Technology (ONC)

Question 4 of 6

How have staff prepared for telehealth implementation?

Provider – patient (during office hours)



Schedule Visit

Schedule patient as a telehealth visit within EHR (consider adding an appointment type if needed)

Verify patient's insurance and e-mail/cell phone number to send invite.

Provide details on what to expect of their televisit and how to connect. Some states require you to inform the patient of the provider's name, address and credentials.

Send electronic patient consent form as a secure message from within Updox portal. Ask patient electronically sign prior to visit.

Conduct Visit

At time of appointment, pull up patient chart in the EHR.

MA/Staff calls patient (telephone) to do any initial work-up, validates preferred contact for video visit (e-mail or text) and updates Address book in Updox

Initiate Video Chat from within Updox portal by entering patient e-mail or cell phone number (or searching for patient if in Address Book)

Verify patient identity & obtain consent if not obtained prior

Review chart and document encounter note within EHR as usual

Complete Visit

Enter charges for visit as usual

Save & sign encounter note as usual

Process claim for reimbursement

Question 5 of 6

How have your patients reacted to this new way of practice?



77%

of patients are willing to try a virtual care encounter.

Source: *patientengagementhit.com*

90%

of patients no longer feel obligated to stay with a provider that can't offer a satisfactory digital experience.

Source: *Black Book Market Research Study*

**How do you think telehealth
will change practice after the
pandemic?**

Practice Transformation

- Adding tools and technologies that support patient virtual care isn't enough, healthcare entities must also adopt processes and adapt organizational structures that account for changes in patient communications
- Telehealth is not a one size fits all strategy, effective organizations understand that patients' preference and needs will vary
- In order for patients to effectively be engaged, they must be met with methods of communication that they have become accustomed to and friction for them to interact with the healthcare entity must be minimized
- A playbook should be in place for what type of virtual care you will offer to address patient concerns and ensure patient empathy

Viewer Q&A



Additional Telehealth Resources

- **American Medical Association (AMA)**
 - AMA quick guide to telemedicine in practice
 - Special coding advice during COVID-19 public health emergency
 - AMA STEPS Forward module on telemedicine
 - AMA Physician Innovation Network telemedicine discussion
- **American Telemedicine Association (ATA)**
 - ATA Summary of the Key Telehealth Provisions in the CARES Act
- **Center for Connected Health Policy (CCHP)**
 - Telehealth coverage policies in the time of COVID-19
- **Centers for Medicare & Medicaid Services (CMS)**
 - General Provider Telehealth and Telemedicine Tool Kit
 - Medicare telemedicine health care provider fact sheet

Q&A



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