

Telehealth 101 Post-Acute Care Affinity Group

Session 1: Getting Started

May 11, 2020



Legal Disclaimer

Our best efforts were made to make the information included in this presentation as current and accurate as possible as of the date it was presented and is not intended as legal advice. Please consult the necessary professionals or regulatory agencies for more updated/detailed and legal requirements and advice.

Quick Logistics



Please mute your microphones during the presentation.



This presentation will be recorded and sent to registered participants.



Please enter your questions in the chat box.



Share your experience with the group.



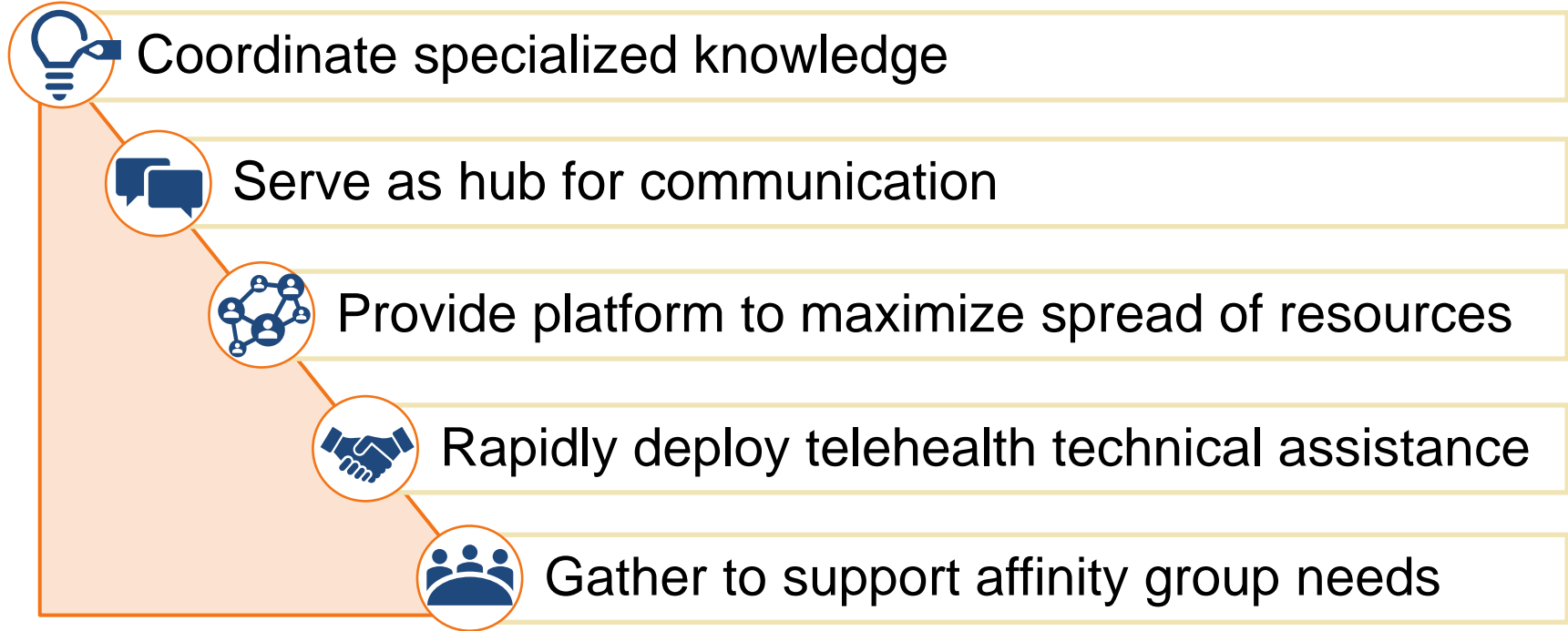
Be kind – We are all learning together.

Telehealth Regional Health Improvement Collaborative (RHIC)

We are very grateful to this group of key stakeholders and experts who are helping guide our telehealth work.

- Telehealth resource centers and networks (NRTRC, TTAC, WYTN, MTA)
- MT and WY Hospital Associations
- MT and WY primary care associations
- Departments of health
- Medicaid services
- Health Information Exchanges (WYFI, BSCC)
- Office of Rural Health
- MT and WY Medical Societies
- Caravan Health

Our Goal



What is an affinity group?



“A group of people having a common interest or goal and acting together for a specific purpose”

Telehealth Affinity Group Goal:

To **increase capacity** of health care providers and organizations in our region **to quickly perform telehealth visits by offering access** to subject matter experts, virtual peer networking opportunities, implementation tools and resources.

Mountain-Pacific Telehealth Team

Provider Champion/
Subject Matter
Expert

Eric Arzubi,
MD



Health Insurance
Portability &
Accountability Act
(HIPAA)/Security

Susan Clarke,
HCISPP



Technical Expert

Deb Anderson,
CPHIMS



Billing

Amber Rogers,
RN, MSN



Workflow &
Patient Prioritization

Kristen Range-Schuster



Evaluation

Did you offer telehealth services prior to COVID-19?

- a. Yes
- b. No
- c. N/A

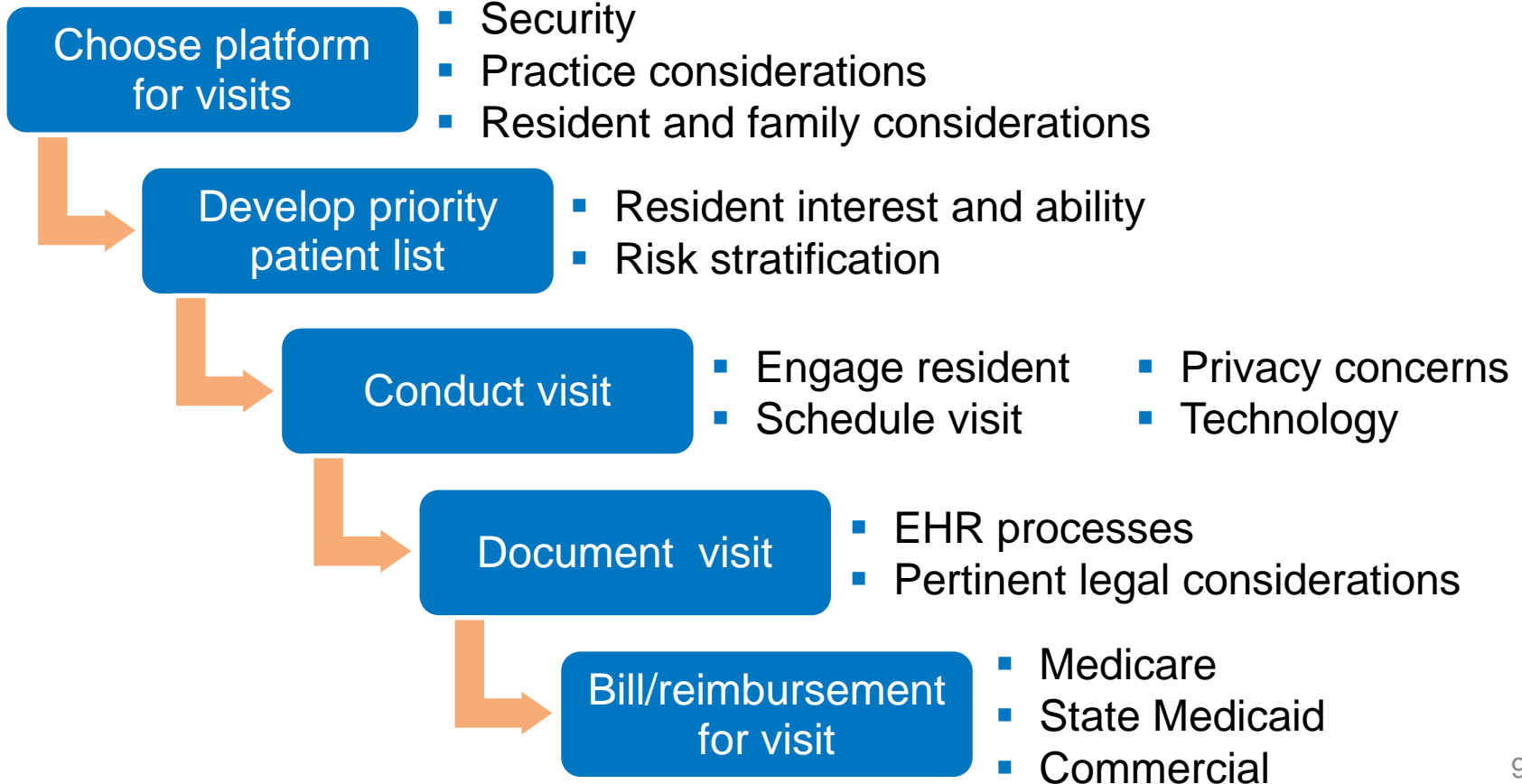
What resident barriers have you encountered?

- a. Unease with technology
- b. Unaware of telehealth concept
- c. Privacy concerns
- d. Access to technology

What issue do you need to address now?

- a. Technical (applications, connectivity, equipment)
- b. Workflow
- c. Cost
- d. HIPAA compliance
- e. Loss of ancillary revenue

Telehealth Visit Quick Start List*



Step 1. Choosing a Platform: Privacy & Security

Susan Clarke and Deb Anderson



Telemedicine OCR Bulletin: COVID-19

The Department of Health and Human Services (HHS) Office of Civil Rights (OCR) will **waive potential penalties for HIPAA violations**, so patients can avoid travel, when possible, to health care facilities where they could risk their own or others' exposure to further illness. **If possible, still use secure, HIPAA-compliant services** and have business associate agreements in place.



Choosing a Platform: Patient Friendly*

Today's Most Commonly Used Communications during COVID-19

Vendor	Product	Platform	Encryption/ Authentication	Security Considerations	Collect to Connect
Apple	FaceTime	Not recommended outside Apple iOS	AES-256-bit, End-to-end	Calls not stored on Apple's servers; iCloud Backup can be turned off	Phone and email or Apple ID
Microsoft	Skype	Android, Apple, Windows	AES-256-bit, End-to-end	Data routed through Microsoft; for end-to-end must use Private Conversation	Phone and email or Skype ID
Microsoft	Teams	Only works within your Office 365 environment; may not be viable solution	AES-256-bit	Data resides in Office 365; subject to security controls, retention and ediscovery	User ID only if assigned through work
Facebook	WhatsApp	Android, Apple, Windows	AES-256-bit, End-to-end	Facebook no access to contacts or conversations	Phone and email or username
Facebook	Messenger	Android, Apple, Windows	AES-256-bit, Not encrypted by default	Facebook no access to contacts or conversations; for end-to-end, must use Secret Conversation	Phone and email or username
Google	Google Hangouts	Android, Apple, Windows	AES-256-bit & SHA-1	Some data resides in Google	Phone and email

Choosing Telemedicine Software



Choosing a Platform: Accessibility



Work on multiple devices



Work over cellular (mobile) and WiFi



Easy to install



Easy to open



Easy to use

Choosing a Platform: Reliability



Service level agreements for uptime of system



Understand limitations in areas where bandwidth is an issue



Plan for backup (e.g., FaceTime)

Step 2. Engaging Residents and Families

Dr. Eric Arzubi



Engaging Residents

Setting



- Clinic to clinic?
- Clinic to home?
- Home to home?

Basics



- Robust internet
- Light from the front
- Sound

Prioritizing



- “Telemedicine triage”
- No different from “real” triage
- Identify criteria for risk stratification (low, medium, high)

Step 3. Conduct the Visit

Dr. Eric Arzubi



Clinical Processes



Data Needs?

- Questionnaires
- Vital signs
- Demographic info
- Insurance info



Contingencies

- Emergency
- Technical issues (e.g., loss of connection)

Resident Interaction



During Session

- Eye contact
- Check in: “How is this working for you?”



After Session

- “Could I have done anything differently?”
- Lessons learned
- Any bugs to fix

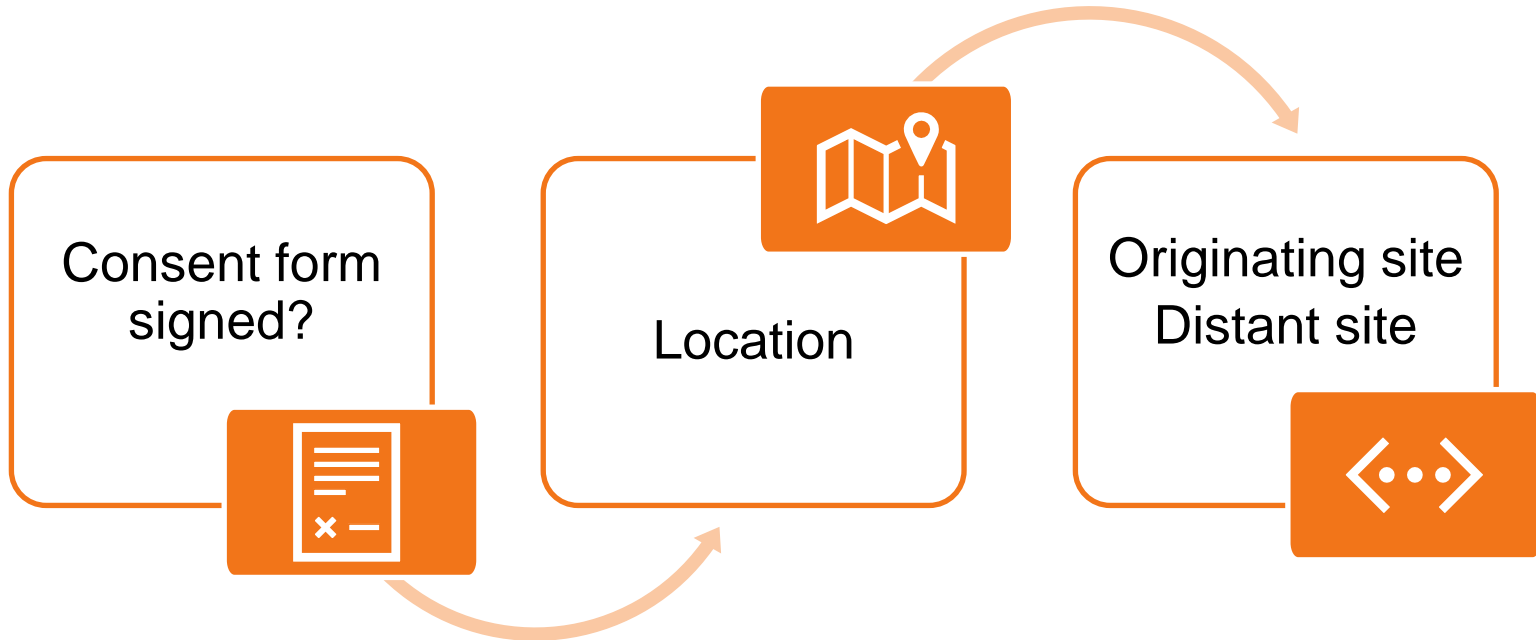
Step 4. Document the Visit

Dr. Eric Arzubi

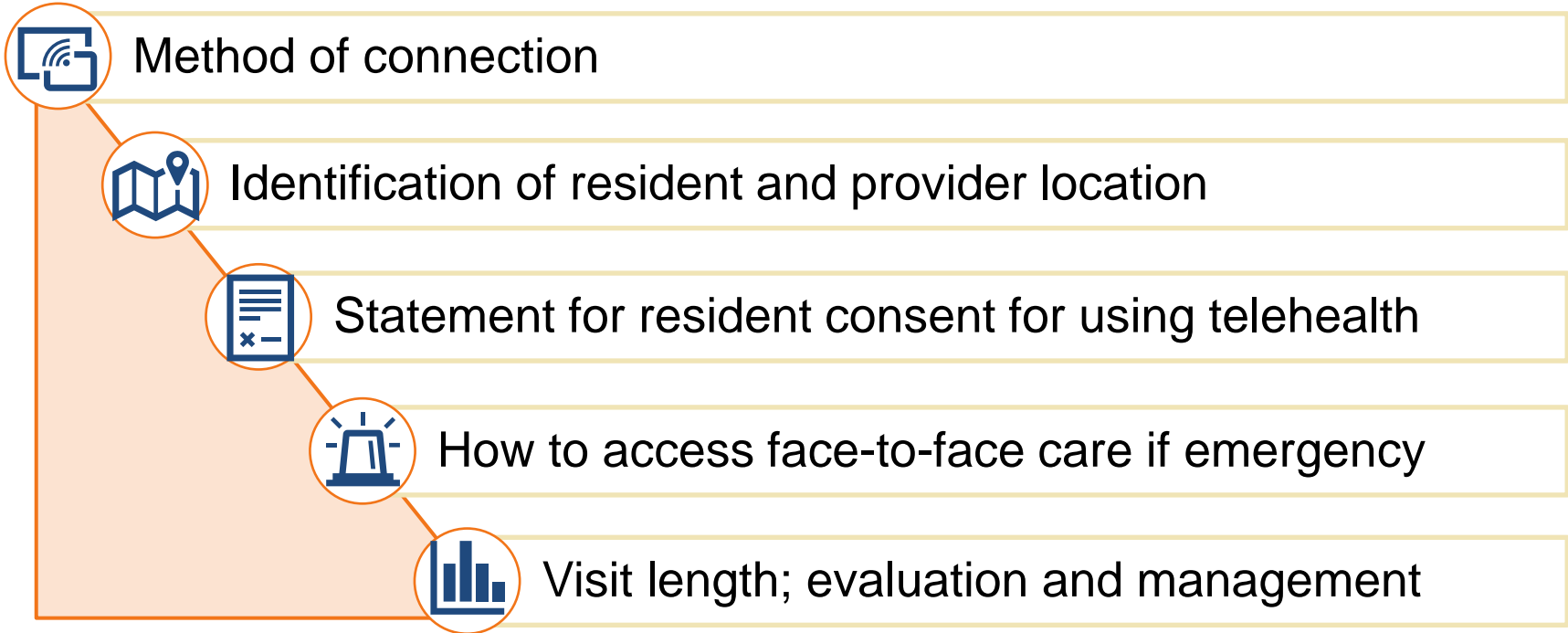


EHR Processes

Consider building a template to streamline process:



Legalities



Step 5. Billing and Reimbursement

Amber Rogers and Dr. Eric Arzubi



Telehealth Coding



+80 codes for telehealth in hospitals, nursing homes and home health



Services can be for new or established patients



Televisits must have interactive, real-time audio/video with patient

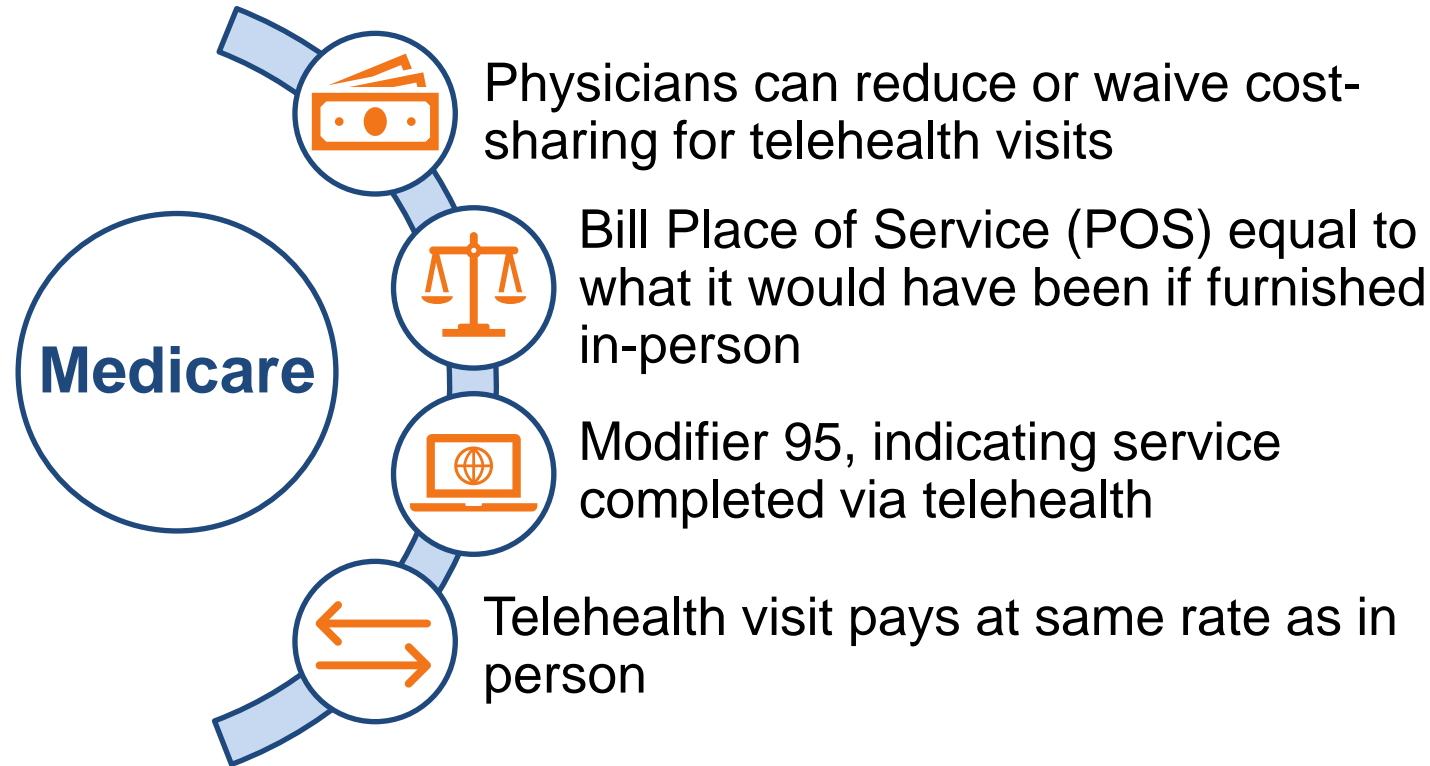


Telephone visit codes available for patients not able to access interactive technology

Provider Billing

- CPT codes all remain the same.
- In order to bill the code, it must have interactive audio and visual
- There are no telephone codes for the post-acute community
- Please send us your questions

Billing: Medicare



Billing: Medicaid

	AK	HI	MT	WY
Paid at same rate as in-person visit	YES	YES	YES	YES
Facebook Live, TikTok, Twitch	NO	NO	NO	NO
Telehealth Registry Required	YES	NO	NO	YES
Billing	POS 02 + Modifier	POS 02 + Modifier	POS 02	Use Modifier

Questions & Answers



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Tools and Resources

The following handouts from today will be distributed to registrants:

- Checklist
- Vendor list
- Implementation guide



Check out
Our New
Telehealth
Website

 **A one-stop shop for
all things telehealth!**

Next Steps

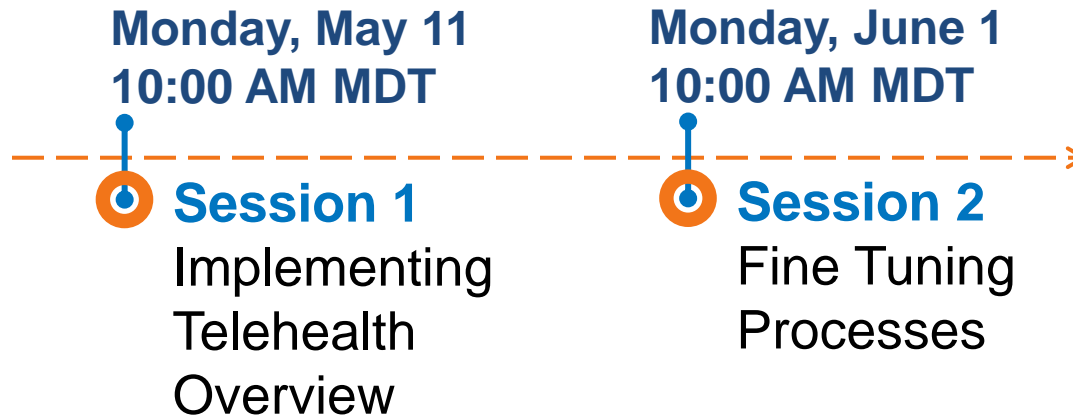
Start where you are comfortable

If needed, schedule a coaching call with one of our team members

Share your progress or any speed bumps at next session

Post-Acute Care Sessions

- Post-acute care sessions start May 11 to support implementation in long-term care, assisted living and hospice.
- First session will be one hour and second session 30 minutes, additional sessions based on participation and need.



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Thank you!

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