

# Telehealth 101 Affinity Group

## Session 3: Patient Prioritization and Equipment

May 1, 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.*

# Hot off the Press

## New Information Released 4/30/2020

- Second round of sweeping changes released  
<https://www.cms.gov/files/document/summary-covid-19-emergency-declaration-waivers.pdf>
- Updated [List of Telehealth Services](#) that includes a new column “Can Audio-only Interaction Meet the Requirements?”
- Payment increase from \$14-\$41 to now **\$46-\$110**
- There are several dozen services that can now be provided through telephone, including annual wellness visits (**G0438 and G049**).
- Hospital-based providers may bill Medicare for registered outpatients, including when the patient is at home.

# 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.

# Presenter Contact Information

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Kristen Range-Schuster



# Prioritizing Patients

Dr. Eric Arzubi and Kristen Schuster

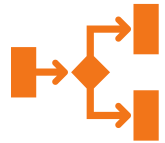


# Polling Questions

1. Which patients did your practice target for telehealth?
  - a. High-risk patients
  - b. Chronic care patients (diabetes, hypertension)
  - c. Annual wellness visits
  
2. What is your current barrier to providing telehealth services?
  - a. Patient barriers in accessing technical platform
  - b. Providers need for physical exam
  - c. Billing
  - d. Other – please comment in chat

# Two-Step Risk Stratification Process

## Step 1



An algorithm that uses some combination of clinical and historical data to provide a rough segmentation of the entire patient population

## Step 2



Apply information the practitioner/care team has about the patient to segment the population by risk

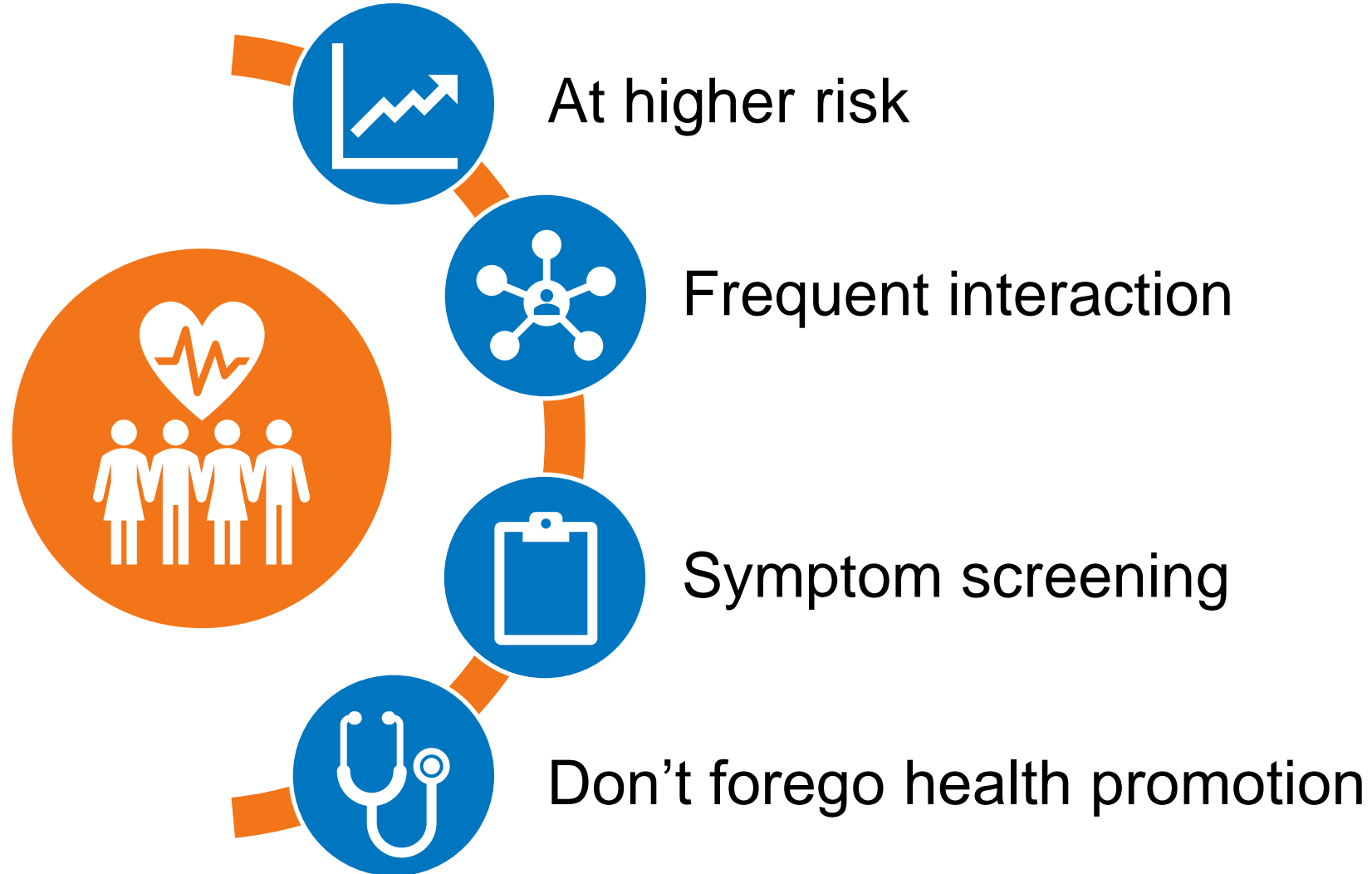
# Choose a Risk Stratification Algorithm

- ✔ Categorize patients
- ✔ Utilize data that works for your practice
- ✔ Automate your risk stratification algorithm

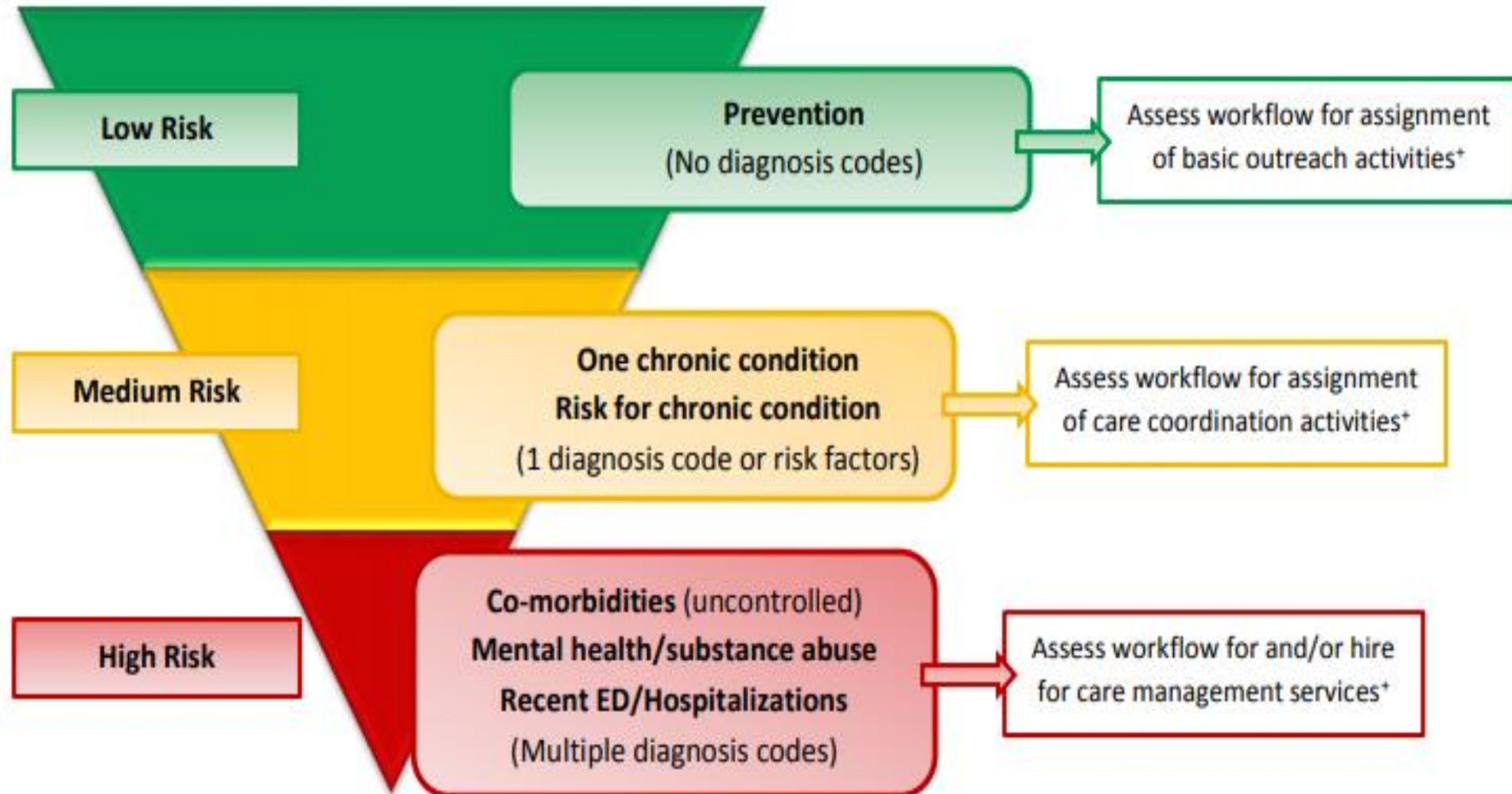
# Using Clinical Intuition to Refine Algorithm's Risk

- ✓ Consider patients' social needs, health literacy, family/caregiver support, behavioral/medical needs
- ✓ Structure to meet your practice or care team style
- ✓ Include in a standard and consistent way

# Patients with Chronic Conditions



# A Sample Method



# Patient Examples

## LOW RISK

40-year-old female who comes in every two years for her physical exam and due for mammogram

## MEDIUM RISK

59-year-old male with diabetes and recently hospitalized for kidney stones

## HIGH RISK

62-year-old female with BMI >31, hypertension, diabetes and depression and recently hospitalized for chest pain

# Equipment

Deb Anderson



# Polling Questions

1. When choosing your telehealth platform, what was the main factor that informed your choice?
  - a. Cost
  - b. Ease of use/patient familiarity
  - c. EHR supported
  
2. Have you implemented any additional equipment for telehealth visits in addition to real-time audio/visual?
  - a. Yes
  - b. No
  - c. In process of evaluating equipment and app

# The Long-Range Plan



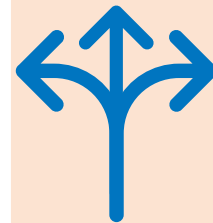
HIPAA compliant



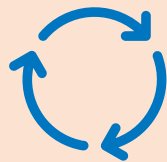
Stable platform



Keep it simple



Be flexible



Strive for consistency

# Let's get comfy!

Ask the patient: What are you comfortable using?

| Vendor    | Product         | Platform  |
|-----------|-----------------|---|
| Apple     | FaceTime        | Not recommended outside Apple iOS                         |
| Microsoft | Skype           | Android, Apple, Windows                                   |
| Microsoft | Teams           | Only works with Office 365 environment, may not be viable |
| Facebook  | WhatsApp        | Android, Apple, Windows                                   |
| Facebook  | Messenger       | Android, Apple, Windows                                   |
| Google    | Google Hangouts | Android, Apple, Windows                                   |

# Telehealth Technology



|  |   |   |   |
|--|---|---|---|
| <br>TOOLKITS    | <br>INNOVATION WATCH               | <br>TECHNOLOGY SHOWCASE | <br>EVENTS |
| <br>RESOURCES | <br>REQUEST TECHNICAL ASSISTANCE | <br>QUICK LINKS      |   |

<http://telehealthtechnology.org/>



# Prioritize

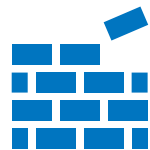


What you  
need vs. what  
you want



Too many  
bells may be  
distracting

Strong  
foundation



Too many  
whistles may  
blow you away



# Your Turn



Training tips and tricks regarding equipment?



What was your biggest success?



How have you prioritized patients?

# Questions & Answers



Developed by Mountain-Pacific Quality Health, the Medicare Quality Innovation Network-Quality Improvement Organization (QIN-QIO) for Montana, Wyoming, Alaska, Hawaii and the U.S. Pacific Territories of Guam and American Samoa and the Commonwealth of the Northern Mariana Islands, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. Contents presented do not necessarily reflect CMS policy. 12SOW-MPQHF-AS-AT-20-21

# Tools and Resources

Telehealth website address:

<https://www.mpqhf.org/QIO/telehealth-services-support/>



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LIVE!**

**Telehealth  
Website**

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

# New Telehealth Website

Quality Improvement Organizations  
Sharing Knowledge. Improving Health Care.  
CENTERS FOR MEDICARE & MEDICAID SERVICES

Mountain-Pacific  
Quality Health

Search for:  GO

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## Telehealth Services Support

- Home
- Telehealth Tools
- Education & Training
- FAQs
- Regulatory References
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### Home

To help health care providers manage patient care during the coronavirus disease (COVID-19) pandemic, Mountain-Pacific Quality Health provides support for the adoption of telehealth. Offering telehealth services allows people with Medicare, who are at high-risk for contracting COVID-19 or have other conditions, to avoid exposure to health care professionals and other patients. It also helps providers maintain fee-for-service revenue while practicing physical distancing and wearing personal protection equipment (PPE).

The benefits of implementing telehealth will reach beyond the current pandemic, expanding options and providing flexibility for both providers and patients.

**What questions do you have?** See if your question has already been answered on our FAQs page. If you do not find the answer you need, submit a question.

Select Language | ▼

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[www.mpqhf.org/QIO](http://www.mpqhf.org/QIO)  
Telehealth Services Support under  
Quality Improvement Initiatives

# Next Sessions

- Sessions are 30-45 min. in length.
- Subject matter experts from today's session are available at all sessions.
- You do not need to register. You will receive emails with the recording from the previous week and log-in info for the coming week.
- Email questions for the next session to Amber Rogers at [arogers@mpqhf.org](mailto:arogers@mpqhf.org).

Friday, April 24  
1:00 PM MDT

 **Session 2**  
Fine Tuning  
Your Process

Friday, May 1  
1:00 PM MDT

 **Session 3**  
Remaining Gaps

Friday, May 8  
1:00 PM MDT

 **Session 4**  
Level Up

# 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

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# Thank you!

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