

# Monthly Meeting

September 17, 2021



California  
**Telehealth**  
Policy  
Coalition

# Agenda

Welcome and Introductions	5 min.
Guest Speaker: Yohualli Balderas-Anaya, David Geffen School of Medicine, UCLA <ul style="list-style-type: none"><li>• <i>Meeting them where they are on the web</i></li></ul>	30 min.
DHCS Stakeholder Advisory Group Update	10 min.
Education Committee Update	5 min.
Legislation Committee Update	5 min.
News and Announcements	5 min.

# Welcome to New Members



Coalition's key guiding principles (as outlined in our charter):

**Promote access and coverage.** Policies, legislation and activities should promote access to care through telehealth and coverage of telehealth services.

**Enhance care coordination.** Policies, legislation and activities should reinforce the patient-centered medical home model and reduce care fragmentation both within and among systems.

**Promote provider and patient engagement.** Policies, legislation and activities should promote the participation of providers in efforts that improve performance and patient health outcomes, and the involvement of patients in their health care.

**Reinforce clinical quality.** Policies, legislation and activities should reinforce desirable, measurable outcomes, specifically those used by regulators and produced by standard-setting organizations.

**Ensure data privacy and security.** Policies, legislation and activities should ensure data privacy and security, particularly as those standards are prescribed by law and industry standards.

# Meeting Them Where They Are on the Web

**Yohualli B. Anaya, M.D., M.P.H.**

Assistant Clinical Professor

Department of Family Medicine

David Geffen School of Medicine | UCLA

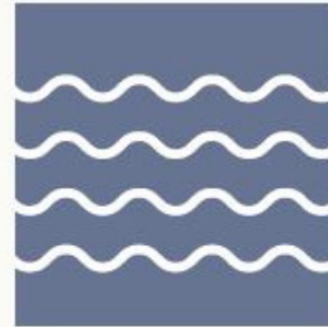


David Geffen  
School of Medicine

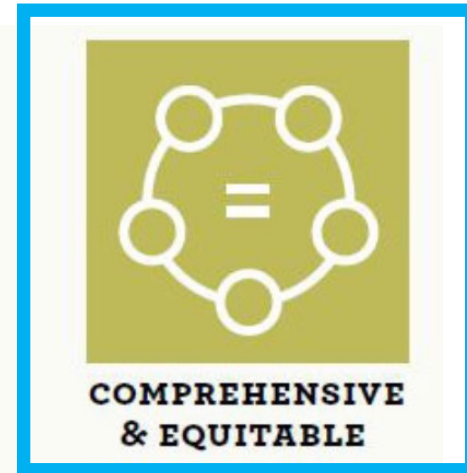
**UCLA** Health



**COORDINATED  
& INTEGRATED**



**CONTINUOUS**



## Shared Principles of Primary Care




**HIGH VALUE**



**TEAM BASED &  
COLLABORATIVE**





Yet our current vision of telehealth use requires patients to have not only certain devices, but also the digital literacy to use specific software, although in fact they may have neither.



An orange circular graphic on the left side of the slide, partially cut off by the edge.

## Improving Telehealth for Latinos

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Providing patient-centered  
care

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Focusing on the patients'  
needs

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Accessible and equitable

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Respects patients'  
preferences

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Respects socioeconomic  
conditions



# Patient-Centered Telehealth



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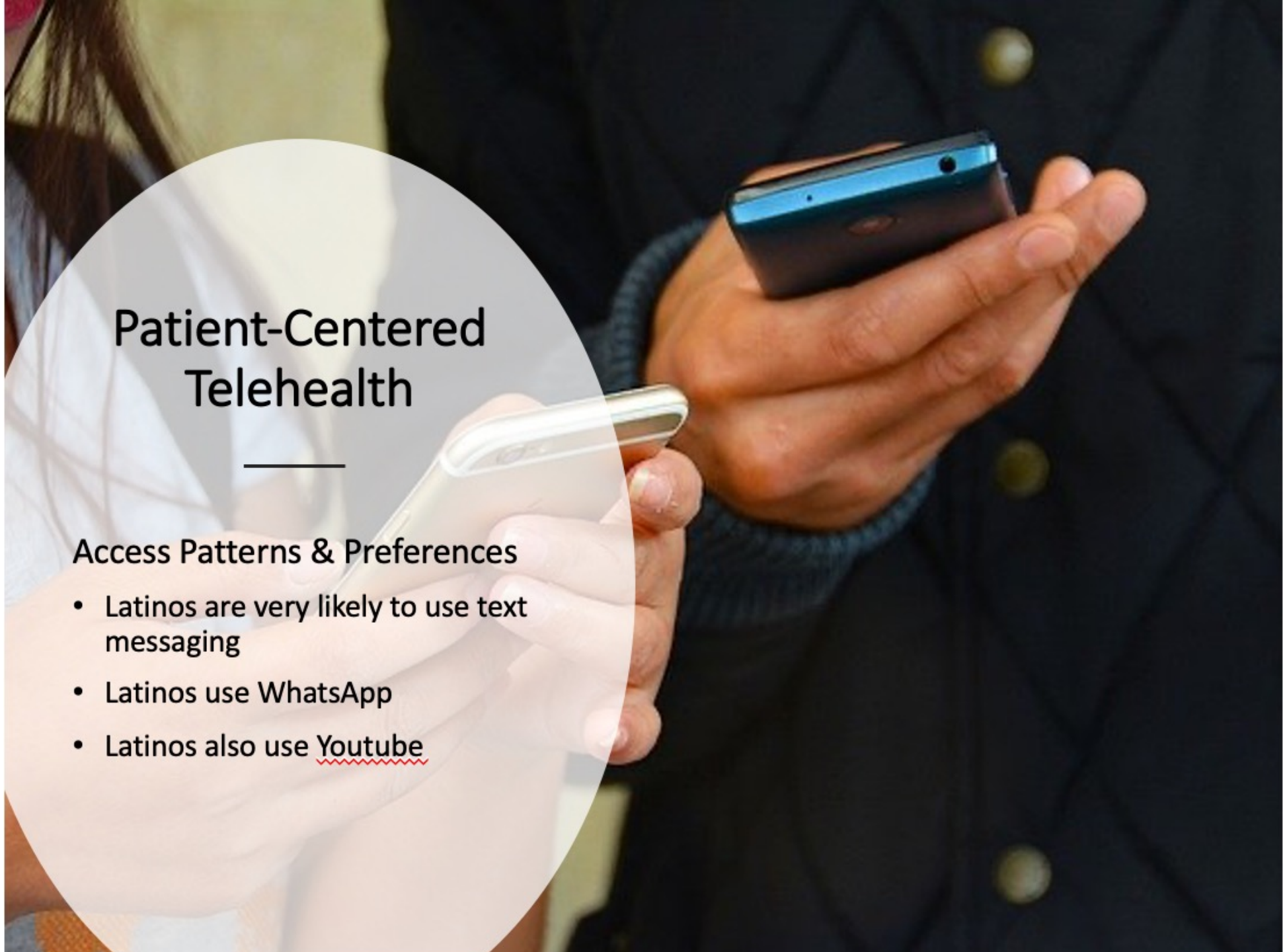


# Patient-Centered Telehealth



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## Patient-Centered Telehealth

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### Access Patterns & Preferences

- Latinos are very likely to use text messaging
- Latinos use WhatsApp
- Latinos also use Youtube

## Accessible Patient-Centered Telehealth

- Links via texts
  - Direct patient portal enrollment
  - Links to video visit
    - During patient encounter
- Links via WhatsApp
  - Direct patient portal enrollment
    - At registration
- Video visits in WhatsApp



# Access to tech support staff

- Hire dedicated, real-time support staff
  - Video visit platform registration
  - Patient portal registration
  - Practice loading/navigating these
  - Help patients connect to these in real time
  - Triage problems establishing virtual visits, accessing portal features



Safety net  
populations  
express interest  
in portals and  
desire to receive  
patient-centered  
portal education.





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# Build Capacity

- Resources to learn software and applications
- Training in digital skills
- Digital literacy
- Patient education
  - Article links
  - Videos
  - Video links

Using the ways Latino patients already receive information would make telehealth (and patient education) more accessible for them.





Telehealth systems designed for English-proficient patients makes them function as structural barriers to LEP patient health care and health outcomes.



- **Meeting accessibility standards**
  - Telehealth platforms should be available in Spanish
  - Incorporate interpreters directly into video and phone visit platforms
  - Translation for patient messages

# When virtual care is not an option



- While telephone encounters can often be used, in some cases audio-only encounters do not satisfactorily replace in-person or video visits, including in cases in which video visits could be sufficient.
- When care is provided at a distance, if some patients do not have access to virtual visits but only to audio encounters, how equitable is the health care provided to them, when other populations have access to both?

## Policy

States and payers should:

- Pursue methods of providing digital devices to patients not able to obtain them, to ensure digital access to appointments (similar to payer- or government-funded provision of non-emergency medical transportation).<sup>27</sup>
- Commit ongoing federal and state funds to ensure broadband access for all patients.
- Require that telehealth interfaces are user-friendly for populations with limited digital literacy and LEP.
- Compensate providers who have key language skills and increase the number of language-capable physicians in health care systems and clinics.
- Enable use of telephone encounters when necessary, clinically appropriate, and efficacious for a particular type of patient encounter, and ensure reimbursement for them.

## Health Systems

- Ensure telehealth systems and services have full function via smartphones, including video encounter capabilities and patient portals.
- Employ language-capable systems and technology and ensure meaningful access to telehealth systems in languages other than English.
- Link medical interpreters directly into telehealth systems and telemedicine visits, to minimize barriers to interpreter use for providers and patients.
- Use text messages or WhatsApp messages as an additional method for connecting patients to telehealth.
- In the interim, offer and provide video visits via WhatsApp, a means of making video calls familiar to Latinos.
- Curate patient education videos on popular social media channels such as YouTube.

## Patient Engagement

- Allow activation of, and sign-in to, patient portals via mobile device messaging or WhatsApp, to ensure that patients without e-mail access are not excluded from portal use.
- Send video encounter links to patients directly via text message or WhatsApp message, to allow easy transition to video visits in the moment.
- Use text messages and WhatsApp messages to distribute patient education videos.
- Offer YouTube-based media to teach skills for accessing and navigating patient portals and telemedicine visits.
- Provide patients with internet and computer training, to build digital literacy and skills for the long term.

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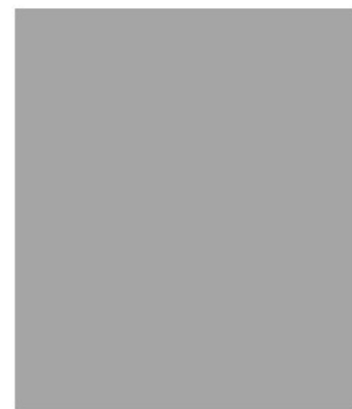
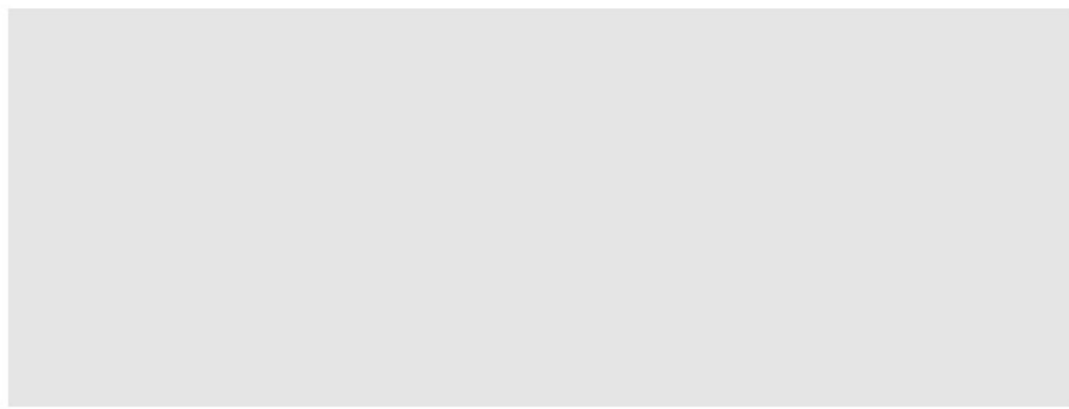
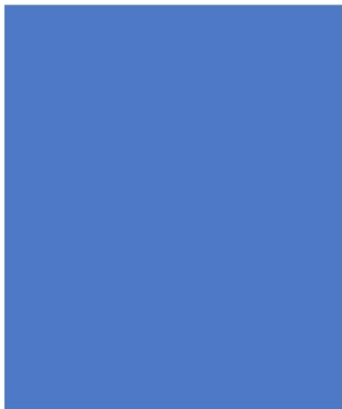


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Health systems, providers, face challenges to meeting diverse population needs, underscoring the importance of governmental, organizational, and payer support and of aligning policy and funding.





*Journal of the American Medical Informatics Association*, 00(0), 2021, 1–5

doi: 10.1093/jamia/ocab155

Perspective



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Perspective

## **Meeting them where they are on the web: addressing structural barriers for Latinos in telehealth care**

Yohualli Balderas-Medina Anaya <sup>1,2</sup> Giselle D. Hernandez,<sup>3</sup>  
Stephanie A. Hernandez,<sup>2,4</sup> and David E. Hayes-Bautista<sup>2,3</sup>



David Geffen  
School of Medicine

**UCLA** Health

# THANK YOU

Yohualli B Anaya, Giselle D Hernandez, Stephanie A Hernandez, David E Hayes-Bautista, **Meeting them where they are on the web: addressing structural barriers for Latinos in telehealth care**, *Journal of the American Medical Informatics Association*, 2021; ocab155, <https://doi.org/10.1093/jamia/ocab155>



# DHCS publishes names of Advisory Group members

	Applicant Name	Applicant Organization/Entity
<b>Per Assembly Bill 133</b>		
1	Amy Moy	Essential Health Access
2	Beth Malinowski	California Primary Care Association
3	David Ford	California Medical Association
4	Linnea Koopmans	Local Health Plans of California
5	Lisa Matsubara	Planned Parenthood Affiliates of California
6	Sarah Hesketh	California Association of Public Hospitals and Health Systems
7	Yvette Willock, LCSW	Los Angeles County Department of Mental Health
<b>Others</b>		
8	Anna Leach-Proffer	Disability Rights of California
9	Anne Frunk	Shasta Community Health Center
10	Anthony Magit, MD	Rady Children's Hospital & Children's Specialty Care Coalition
11	Carol Yarbrough, MBA, CCA, CPC, OCS, CHC	University of California San Francisco Medical Center
12	Caroline Sanders	California Pan-Ethnic Health Network
13	Claire Ramsey	Justice in Aging
14	Claudia Page	California Children's Trust
15	Fabiola Carrion	National Health Law Program
16	Farid Hassanpour	CenCal Health
17	Flora Haus	American Association of Retired Persons California
18	James Marcin, MD, MPH	University of California, Davis Health
19	Jennifer Raymond, MD, MCR	Children's Hospital Los Angeles
20	Katie Heidorn	Insure the Uninsured Project
21	Leticia Alejandrez	California Emerging Technology Fund
22	Leticia Galyean	Seneca Family of Agencies
23	Lisa Harris	Indian Health Council, Inc.
24	Lisa Moore	University of California Health
25	Mandi Najera	Promesa Behavioral Health
26	Matt Lege	Service Employees International Union California State Council
27	Mei Wa Kwong	Center for Connected Health Policy
28	Nancy Netherland	Kids and Caregivers
29	Patricia A. Black	County of Los Angeles Department of Health Services
30	Paul Glassman	California Northstate University College of Dental Medicine
31	Rajiv Pramanik	Contra Costa Health Plan
32	Rebecca Picasso	Blue Shield of California
33	Reynaldo Vargas-Carvajal Jr	Downey Unified School District
34	Sarah Bridge	Association of California Healthcare Districts

## Scheduled meeting dates:

- Meeting # 1: September 22, 2021 (Wednesday; please hold 9:00 am – 1:00 pm)
- Meeting # 2: October 6, 2021 (Wednesday; please hold 9:00 am – 1:00 pm)
- Meeting # 3: October 20, 2021 (Wednesday; please hold 9:00 am – 1:00 pm)

Non-members can listen into meetings at this link:

<https://www.dhcs.ca.gov/provgovpart/Pages/TelehealthAdvisoryWorkgroup.aspx>

Find more information on the advisory group here:

<https://www.dhcs.ca.gov/provgovpart/Pages/TelehealthAdvisoryWorkgroup.aspx>

# Education Committee Updates

## Meeting Notes:

- Discussed legislation updates
- Discussed webinar planning for webinar focused on broadband

- **The Digital Divide and Telehealth** - October 5<sup>th</sup>, 1:30-2:30pm

Join our panel discussion on the current state of digital inequities within California, recent investments into broadband (SB 156), and how it affects patients and providers.

### Panelists:

- Fabiola Carrion, *NHeLP* (moderator)
  - Marissa Kraynak, *ITUP*
  - Jorge Pacheco, *Community Health Partnerships*
  - Vinhcent Le, *The Greenlining Institute*
  - Geoffrey Neill, *California State Association of Counties*
- Discussed plan for fall policy briefing
    - October 15<sup>th</sup>, 11:00am-12:30pm

## Next Steps:

- Finalize fact sheet on SB 156 with designer
- Finalize speakers for policy briefing



# Legislation Committee Updates

## *Meeting Notes:*

- Discussed legislation updates
- DHCS stakeholder group
- Discussed 2022 policy priorities
  - Maintain and expand coverage of telehealth modalities
  - Build the evidence base for telehealth in California
  - Bridge the digital divide to ensure patient and provider broadband access
  - Ensure California maintains leadership at the state level on telehealth policy


## *Next Steps:*

- Monitor legislation sent to the Governor for signature/veto
- Monitor DHCS stakeholder group
- Finalize policy priorities
- Next guidance subcommittee meeting



# California Legislative Developments (1/3)




## Telehealth-Related Bills

Bill No.	Coalition Support?	Recent Developments	Brief Description
<a href="#">SB 365</a> (Caballero)		Passed Asm. (9/1) Sent to Governor's Desk.	Requires Medi-Cal e-consult reimbursement
<a href="#">AB 457</a> (Santiago)		Senate amendments concurred in, to engrossing enrolling (9/10)	Creates Protection of Patient Choice in Telehealth Provider Act <i>Amended to remove from KKA/Ins. Code date provisions for contracts to impose payment parity; extends telehealth payment parity to affect all current contracts with providers</i>
<a href="#">AB 523</a> (Nazarian)		Senate amendments concurred in, to engrossing enrolling (9/9)	Requires DHCS to make all COVID PACE program changes permanent, including telehealth flexibilities
<a href="#">SB 801</a> (Roth)		Assembly amendments concurred in, to engrossing and enrolling (9/9)	For purposes of telehealth, defines health care provider to additionally include an associate clinical social worker and an associate professional clinical counselor <i>Amended to specify an associate or trainee may provide services via telehealth that are within scope of practice</i>



# California Legislative Developments (2/3)

## Broadband Bills

Bill No.	Coalition Support?	Recent Developments	Brief Description
<a href="#">AB 14</a> (Aguiar-Curry et al.)		Senate amendments concurred in, to engrossing and enrolling (9/9)	Revises law regarding California Advanced Services Fund (CASF) <i>Amendments remove provisions related to definition of un/underserved areas (see standards in SB 156); make certain provisions effective only if SB 4 is passed; make bill an urgency statute.</i>
<a href="#">SB 4</a> (Gonzalez)		Assembly amendments concurred in, to engrossing and enrolling (9/9)	Revises law regarding California Advanced Services Fund (CASF) <i>Amendments remove VOIP surcharge provisions and deaf and disabled telecoms provisions (see AB 14); makes bill effective only if AB 14 is passed.</i>
<a href="#">SB 28</a> (Caballero)		Assembly amendments concurred in, to engrossing and enrolling (9/9)	Rural Broadband and Digital Infrastructure Video Competition Reform Act of 2021 <i>Amendments remove provisions requiring state agencies to identify resources for broadband networks; remove DIVCA provisions except for those related to collection of more granular franchisee data</i>
<a href="#">AB 537</a> (Quirk)		Enrolled and presented to Governor (9/10)	Requires that the time period for city/county approval of collocation or siting applications for wireless telecommunications facilities be deemed approved if the city/county fails to approve within the standard set by the FCC <i>Amendments remove provisions related to judicial review.</i>
<a href="#">SB 378</a> (Gonzalez)		Enrolled and presented to Governor (9/9)	Broadband: methods of fiber installation <i>Amendments make slight changes to the definition of “reasonable fee”</i>
<a href="#">SB 556</a> (Dodd)		Enrolled and presented to Governor (9/9)	Seeks to ensure local governments provide access and quickly permit approval of small wireless facility siting applications <i>Amendments clarify definition of “traffic signal pole,” clarify reasons for denials; reasons for levying fees</i>



# California Legislative Developments (3/3)

## Two-Year Bills

Bill No.	Coalition Support?	Recent Developments	Brief Description
<a href="#">AB 32</a> (Aguiar Curry et al.)	<input checked="" type="checkbox"/>	Two-year bill	Makes permanent Covid-19 telehealth flexibilities
<a href="#">AB 34</a> (Muratsuchi)		Held in Asm. Approps. Committee (5/20)	Authorizes the issuance of bonds in the amount of \$10,000,000,000 pursuant to the State General Obligation Bond Law to support the 2022 Broadband for All Program
<a href="#">AB 1264</a> (Aguiar-Curry)	<input checked="" type="checkbox"/>	Two-year bill	Creates CHHS Agency Project ECHO grant program for children's hospitals
<a href="#">AB 410</a> (Fong)		Two-year bill	Nurse Licensure Compact
<a href="#">AB 552</a> (Quirk-Silva)		Two-year bill	Integrated School-Based Behavioral Health Partnership Program
<a href="#">AB 935</a> (Maienschein)		Two-year bill	Requires health plans and insurers to provide access to a telephone mental health consultation program for children and pregnant/post-partum women
<a href="#">AB 1117</a> (Wicks)		Two-year bill	Establishes Healthy Start: Toxic Stress and Trauma Resiliency for Children Program
<a href="#">AB 1131</a> (Wood)		Two-year bill	Requires participation in statewide health information exchange network
<a href="#">AB 1252</a> (Chau)		Two-year bill	Defines privacy protections for personal health record information
<a href="#">SB 371</a> (Caballero)	<input checked="" type="checkbox"/>	Two-year bill	Creates a Deputy Secretary for Health Information Technology to coordinate health information technology efforts regarding hie, broadband, and telehealth
<a href="#">SB 508</a> (Stern)		Two-year bill	Authorizes a local education agency (LEA) to provide mental health services and includes telehealth as an approved modality

# Communications Reminder

[Paschal Roth Public Affairs](#) work with CA Telehealth Policy Coalition

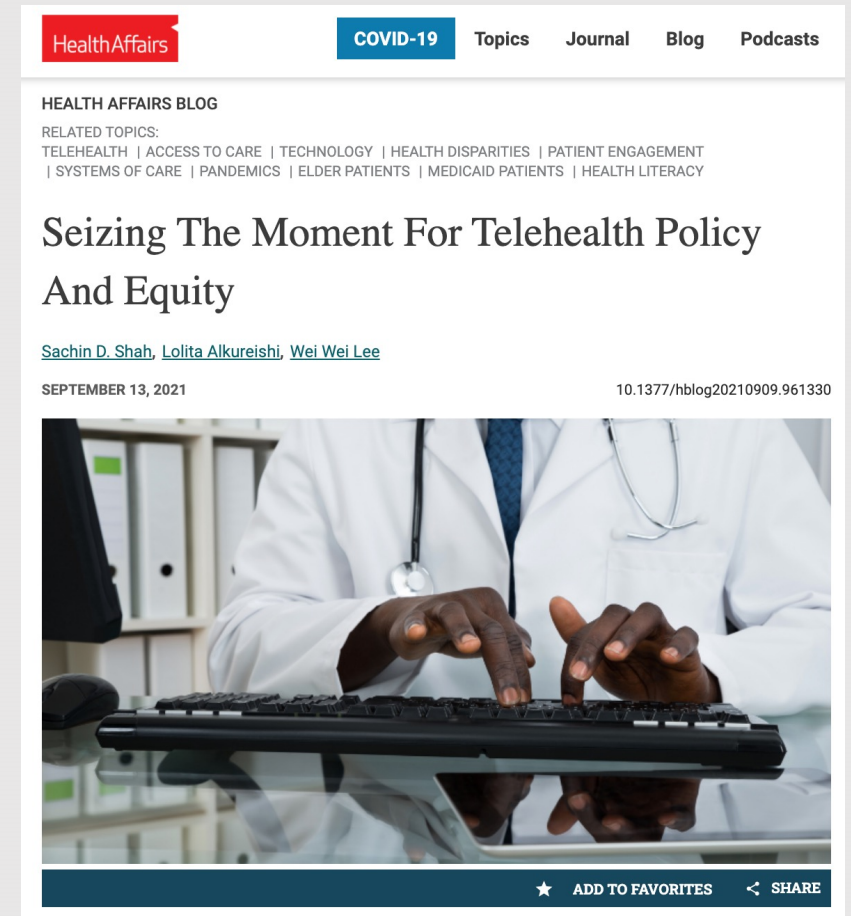
- Nikki Paschal [nikki@paschalroth.com](mailto:nikki@paschalroth.com)
- Maya Polon [maya@paschalroth.com](mailto:maya@paschalroth.com)

CTPC Comms Resource

- Send any ideas/questions on outreach
- Connect them with both your appropriate policy and communications contacts

# Telehealth News & Research

- “Seizing The Moment For Telehealth Policy And Equity, ” Health Affairs Blog, September 13, 2021.DOI: 10.1377/hblog20210909.961330
- “Telehealth Funding: Transforming Primary Care And Achieving Digital Health Equity For Underresourced Populations, ” Health Affairs Blog, September 9, 2021.DOI: 10.1377/hblog20210908.121951
- Ahmad F, Wysocki RW, Fernandez JJ, Cohen MS, Simcock XC. Patient Perspectives on Telemedicine During the COVID-19 Pandemic. *HAND*. September 2021. doi:[10.1177/15589447211030692](https://doi.org/10.1177/15589447211030692)

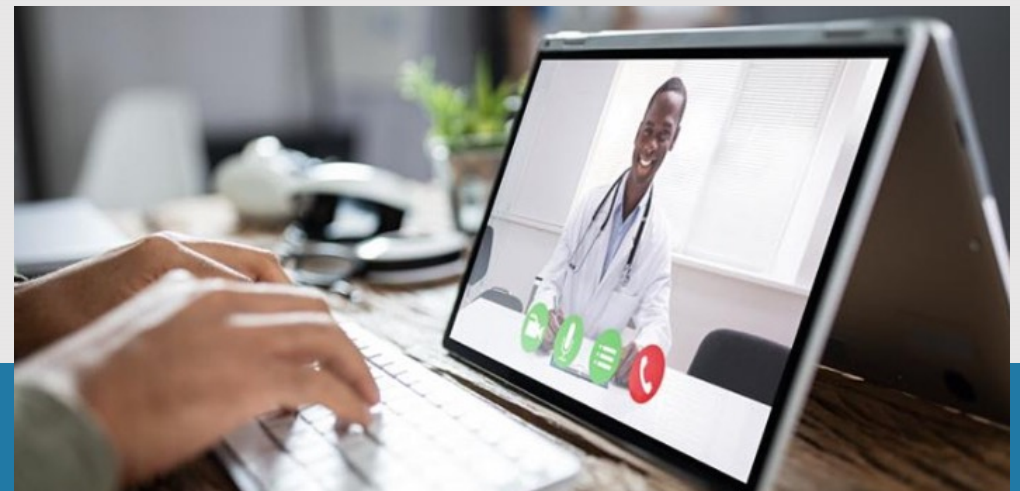


The screenshot shows a web page from Health Affairs. At the top, there is a navigation bar with 'HealthAffairs' in a red box, 'COVID-19' in a blue box, and links for 'Topics', 'Journal', 'Blog', and 'Podcasts'. Below the navigation bar, the text 'HEALTH AFFAIRS BLOG' is displayed. Underneath, there is a section for 'RELATED TOPICS' with links to 'TELEHEALTH', 'ACCESS TO CARE', 'TECHNOLOGY', 'HEALTH DISPARITIES', 'PATIENT ENGAGEMENT', 'SYSTEMS OF CARE', 'PANDEMICS', 'ELDER PATIENTS', 'MEDICAID PATIENTS', and 'HEALTH LITERACY'. The main title of the article is 'Seizing The Moment For Telehealth Policy And Equity'. Below the title, the authors are listed as 'Sachin D. Shah, Lolita Alkureishi, Wei Wei Lee'. The date 'SEPTEMBER 13, 2021' is on the left, and the DOI '10.1377/hblog20210909.961330' is on the right. The main image shows a close-up of a doctor's hands typing on a keyboard. At the bottom right of the image, there are icons for 'ADD TO FAVORITES' and 'SHARE'.

# Save the Dates!

- **Broadband Webinar: Tuesday, October 5<sup>th</sup> from 1:30-2:30pm**
- **Annual Meeting Tuesday, November 2<sup>nd</sup> from 9am-2pm**

*Invitations to come out soon!*



# Closing Announcements

## Save the Dates

### *Upcoming Meetings*

#### **Broadband Committee**

September 21: 1-2pm

#### **Education Committee**

October 13: 2-3pm

#### **Legislation Committee**

October 14, 1-2pm

#### **Monthly Meeting**

October 15, 1-2pm

## Please reach to staff if you have any questions

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