DISCLAIMERS

• Any information provided in today’s talk is not to be regarded as legal advice. Today’s talk is purely for informational purposes.

• Always consult with legal counsel.

• CCHP has no relevant financial interest, arrangement, or affiliation with any organizations related to commercial products or services discussed in this program.
ABOUT CCHP

- Established in 2009
- Program under the Public Health Institute
- Became federally designated national telehealth policy resource center in 2012
- Work with a variety of funders and partners
CCHP PROJECTS

- 50 State Telehealth Policy Report
- Administrator National Consortium of Telehealth Resource Centers
- Convener for California Telehealth Policy Coalition
NATIONAL CONSORTIUM OF TRCS

TelehealthResourceCenter.org

TELEHEALTH RESOURCE CENTERS

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Search by Category & Topic

**Medicaid Reimbursement**
- Live Video
- Store & Forward
- Remote Patient Monitoring Reimbursement

**Private Payer Reimbursement**
- Private Payer Laws
- Parity Requirements

**Professional Regulation/Health & Safety**
- Cross-State Licensing
- Consent
- Prescribing
- Misc (Listing of Practice Standards)
Much of the telehealth policy that exists revolves around reimbursement, what gets paid. The policy is further broken down into four general categories where there may be limitations.
# Telehealth Policy Changes in COVID-19

<table>
<thead>
<tr>
<th><strong>Federal</strong></th>
<th><strong>Medicare Issue</strong></th>
<th><strong>Change</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Geographic Limit</td>
<td>Waived</td>
<td></td>
</tr>
<tr>
<td>Site limitation</td>
<td>Waived</td>
<td></td>
</tr>
<tr>
<td>Provider List</td>
<td>Expanded</td>
<td></td>
</tr>
<tr>
<td>Services Eligible</td>
<td>Added additional 80 codes</td>
<td></td>
</tr>
<tr>
<td>Visit limits</td>
<td>Waived certain limits</td>
<td></td>
</tr>
<tr>
<td>Modality</td>
<td>Live Video, Phone, some srvs</td>
<td></td>
</tr>
<tr>
<td>Supervision requirements</td>
<td>Relaxed some</td>
<td></td>
</tr>
<tr>
<td>Licensing</td>
<td>Relaxed requirements</td>
<td></td>
</tr>
<tr>
<td>Tech-Enabled/Comm-Based (not considered telehealth, but uses telehealth technology)</td>
<td>More codes eligible for phone &amp; allowed PTs/OTs/SLPs &amp; other use</td>
<td></td>
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</tbody>
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<table>
<thead>
<tr>
<th><strong>State (Most Common Changes)</strong></th>
<th><strong>Medicaid Issue</strong></th>
<th><strong>Change</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Modality</td>
<td>Allowing phone</td>
<td></td>
</tr>
<tr>
<td>Location</td>
<td>Allowing home</td>
<td></td>
</tr>
<tr>
<td>Consent</td>
<td>Relaxed consent requirements</td>
<td></td>
</tr>
<tr>
<td>Services</td>
<td>Expanded types of services eligible</td>
<td></td>
</tr>
<tr>
<td>Providers</td>
<td>Allowed other providers such as allied health pros</td>
<td></td>
</tr>
<tr>
<td>Licensing</td>
<td>Waived some requirements</td>
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</tr>
</tbody>
</table>

- Private payer orders range from encouragement to cover telehealth to more explicit mandates
- Relaxed some health information protections

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**DEA** – PHE prescribing exception/allowed phone for suboxone for OUD

**HIPAA** – OCR will not fine during this time
What does the telehealth landscape look like in a post-COVID-19 world?
What’s likely to stick around or we see more of?

➢ Reimbursement Changes
  ➢ Expansion of originating site – The Home
  ➢ Expanding the list of eligible providers
  ➢ Expanding the list of eligible services

➢ Increased discussion on training/workforce development

➢ Expanded deployment and use of the technology

➢ Greater attention paid to the consumer/end user
But questions/issues will need to be resolved

- Privacy/HIPAA
- Licensure
- Connectivity/Broadband
- Digital Divide

Increasing pressure on health plans
Getting health care from home through telehealth

If you’re having a medical emergency, you should call 911 or go to the nearest emergency room.

During this coronavirus (COVID-19) outbreak, the safest way to find out what medical care you may need is by phone or video while staying at home. This is called “telehealth.”

**Telehealth is the first step in getting medical care from home, including:**

- If you have coronavirus symptoms and think you need testing or treatment. Many health care providers and health plans offer telehealth options for COVID-19 screening.
- If you need treatment for symptoms of other medical conditions or for follow-up care to treat ongoing conditions.
- If you need treatment for a mental health or substance use issue, or are

- Search function for health plans in your area that cover telehealth
- Nurse advice line
- Contact information for issues

https://covid19.ca.gov/telehealth/
As of September 2018

Center for Connected Health Policy

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HHS Telehealth Website

Learn more about telehealth

**For patients**

- Find out what telehealth is, what you’ll need (not much), and what to expect from a visit. You can also check out our tips on finding telehealth options.

- Get information to help you provide telehealth, get up to speed on recent COVID-19 related policies, and learn what patients will need to use telehealth.

- Understanding telehealth
- Telehealth during COVID-19
- Policy changes during COVID-19
- Planning your telehealth workflow

[Go to the patients page](#)

**For providers**

- Wandering how to get started with telehealth? Check out the information below to better understand your options.

- COVID-19 self-assessment tools
- For the sake of every patient and to reduce the impact to healthcare system as counties screening tools may be modified due to the evolving nature of the virus, we have COVID-19 self-assessment tools based on information from the Centers for Disease Control and Prevention: [COVID-19 testing](#) and [COVID-19 tracking](#)

- You can search for additional telehealth screening tools. Many of these tools are freely available if you’re COVID-19 related, and some of them giving you online risk assessment after your assessment. You also need to consult your doctor or your health center to find the best way to help any local outcomes.

- Finding telehealth options
- If you’re working and will continue to do so, you can use telehealth as a tool to keep you healthy. You can search for tools and resources that can help you connect to a provider.

- Understanding telehealth

[Go to the providers page](#)

[https://telehealth.hhs.gov/](https://telehealth.hhs.gov/)
➢ CCHP Website – cchpca.org
➢ Subscribe to the CCHP newsletter at cchpca.org/contact/subscribe
Thank You!

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