TELEHEALTH 101 - TERMINOLOGY

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CENTER FOR CONNECTED HEALTH POLICY (CCHP) is a non-profit, non-partisan organization that seeks to advance state and national telehealth policy to promote improvements in health systems and greater health equity.

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• 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.

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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)
ABOUT CCHP

- Established in 2009
- Program under the Public Health Institute
- Became federally designated national telehealth policy resource center in 2012 through US Dept of Health & Human Services, Health Resources and Services Administration
CCHP PROJECTS

- 50 State Telehealth Policy Report
- Administrator National Consortium of Telehealth Resource Centers
- Convener for California Telehealth Policy Coalition
TELEHEALTH VS. TELEMEDICINE

WHAT’S THE DIFFERENCE BETWEEN TELEHEALTH & TELEMEDICINE?

- Often used interchangeably may have different means depending on where you are and who is covering/paying for your health services.
- Telemedicine typically means the provision of direct health care services to a patient.
- Telehealth is broader in that it can cover other types of activities such as education, public health, provider-to-provider interactions.
- Some states have a legal definition for the term they use and some states use both terms to mean different things.
THE TERMS

The Originating Site
Where the patient/client is located during the interaction

The Distant Site
Where the provider is located during the time of the interaction

Modality
The way the service is provided
HOW CAN YOU RECEIVE SERVICES VIA TELEHEALTH (MODALITY)?

**Live Video**
Real-time interaction via video

**Store & Forward**
Capture & sending of information; not in real-time. Ex: photos

**Remote Patient Monitoring**
Continuous monitoring of patient’s condition from a distance; real-time or not in real-time
HOW CAN YOU RECEIVE SERVICES VIA TELEHEALTH (MODALITY)?

Telephone/Audio-Only

Something new with COVID-19 many states and programs did not include telephone/audio-only in their definition of “telehealth” or “telemedicine” pre-COVID-19
OTHER TERMS

E-consult  E-Visit

Virtual Check-In

Telementalhealth
Providing and receiving services via telehealth is not illegal. There are certain laws and regulations you have to follow for some things such as when and what you can prescribe and if you need to be licensed to practice in a state, but the big question is whether a telehealth-delivered service will be paid/covered (reimbursed).
THE PAYERS

- The entity that pays for your health care
  - Medicare
  - Medicaid
  - Commercial health plan
  - Employer plan
  - Health insurance you purchase
  - Out-of-pocket/You
Thank You!

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