TELEHEALTH IN MEDI-CAL: What’s Next After COVID-19

March 30, 2021
Welcome and Introduction to the Webinar

Mei Wa Kwong, JD
Executive Director
Center for Connected Health Policy
About the California Telehealth Policy Coalition

Please visit our website for more information or if you are interested in joining.
https://www.cchpca.org/about/projects/california-telehealth-policy-coalition
Discuss Administration’s Telehealth Policy Proposal Post-Pandemic and Potential Impacts.

- **Provide an overview of Medi-Cal proposal** and in comparison to telehealth policies pre-pandemic as well as during the public health emergency.
- **Share stakeholder perspectives** on use and impact of telehealth on their constituents and what the proposals mean for their continued use of telehealth.
- **Panelist discussion** on pertinent telehealth issues and principles that should guide implementation of telehealth policy post-pandemic.
- **Answer key questions** and other Medi-Cal telehealth policy considerations.
Welcome
- Mei Wa Kwong, Executive Director, Center for Connected Health Policy

Overview of Administration’s Medi-Cal Telehealth Proposal
- Amy Durbin, Policy Advisor, Center for Connected Health Policy

Panelist Session – Opening remarks followed by discussion
- Moderated by Blanca Castro, Advocacy Director and Sacramento Metro Manager, AARP California

Speakers
- Jennifer Alley, State Government Affairs Specialist, Marriage and Family Therapists Association
- Mayra Alvarez, Executive Director, The Children’s Partnership
- Dr. Priya Batra, Senior Medical Director, Inland Empire Health Plan
- Andie Martinez Patterson, Vice President of Government Affairs, California Primary Care Association

Q&A

Attendees will remain muted during the webinar.

Please submit any questions you have during the webinar in the Q&A box, not the chat box.
Medi-Cal Telehealth Policy Proposal Overview

Amy Durbin, MPPA
Policy Advisor
Center for Connected Health Policy
Medi-Cal Telehealth Policy Proposal Overview

- Payment parity for services via synchronous/real-time telehealth only

- New fee schedule and policies for asynchronous/store-and-forward, telephonic/audio-only, other virtual communication and RPM
  - Established patients only
  - Provider and service limitations
  - Unclear billing policies and reimbursement rates

- Eliminates FQHCs/RHCs site restrictions

- Limits FQHCs/RHCs to synchronous telehealth only
  - No audio-only or store-and-forward

- Limits plan ability to use telehealth to meet network adequacy requirements to synchronous modalities
Telehealth Policy Proposal - In Context

- Makes a few temporary allowances permanent
  - Eliminates FQHCs/RHCs site limitations
  - Targeted Care Management (TCM), Local Education Agency Medi-Cal Billing Option Program (LEA-BOP), State Plan Drug-Medi-Cal telehealth waivers and additions
  - Adds RPM

- Narrows ability to utilize telehealth further than pre-pandemic policies
  - Restricts/eliminates asynchronous
  - New “utilization management” policies

- Conflicts with existing laws
  - Establishing new patients limited to synchronous in Medi-Cal only
  - Payment parity for all telehealth – private payors only
### Telehealth Policy Proposal – In Comparison

<table>
<thead>
<tr>
<th>PRE-COVID-19</th>
<th>COVID-19</th>
<th>PROPOSED</th>
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<tbody>
<tr>
<td>Live Video &amp; Store &amp; Forward Reimbursed at parity; Provider chooses when appropriate to use. FQHC/RHC Limited use of both modalities</td>
<td>Live Video &amp; Store &amp; Forward Reimbursed at parity; Provider chooses when appropriate to use. FQHC/RHC allowed to use both modalities</td>
<td>Live Video reimbursed at parity; Store &amp; Forward along w/audio-only, RPM and other modalities will be limited, pending DHCS policies. FQHC/RHC not allowed to use anything but Live Video</td>
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<tr>
<td>FQHCs/RHCs limited in where patient located at time of service. Home not eligible</td>
<td>FQHC/RHC home eligible originating site for all modalities</td>
<td>FQHC/RHC may only use Live Video to provide services in home</td>
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<tr>
<td>No audio-only.</td>
<td>Audio-only reimbursed for services &amp; parity</td>
<td>Audio-only treated in different category. Likely no parity.</td>
</tr>
<tr>
<td>No RPM.</td>
<td>No RPM.</td>
<td>RPM treated in different category. Likely no parity.</td>
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New proposals will make some aspects of telehealth policy in Medicaid narrower than what existed pre-pandemic.

Proposals in some respects move CA more towards approach taken by CMS in Medicare.
PANEL SESSION

Moderated by Blanca Castro
Advocacy Director and Sacramento Metro Manager
AARP California
PANELISTS

Jennifer Alley, State Government Affairs Specialist
Marriage and Family Therapists Association

Mayra Alvarez, Executive Director
The Children’s Partnership

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PANELIST OPENING REMARKS

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PANEL DISCUSSION

Moderator:
• Blanca Castro, Advocacy Director and Sacramento Metro Manager, AARP California

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Facilitated question and answer

Please submit your questions in the Q&A box.
Thank you to today’s sponsors

Contact staff with any questions:
  Mei Kwong
  meik@cchpca.org

  Amy Durbin
  amyd@cchpca.org

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