MCAC - DHCF
Telehealth Updates

• Telehealth Payment Policy
  • New telemedicine transmittal #20-28 (7.9.20)
  • Temporary authorities under the public health emergency
  • Implementation and adaptation to telehealth
  • Addressing the digital divide

• DC HIE for telehealth
  • CRISP and CPC are current partners in the DC HIE
  • CRISP Designated as key partner for next 5 years
    • 9,300+ providers located in DC using CRISP
    • Core services designed to help promote continuity of care: Admit-discharge-transfer alerts; Lab results; Provider Directory; Image exchange

• Technical Assistance
  • Connectivity TA available free of charge to qualified providers
  • TAs can assist with review of telehealth options and workflow
DHCF Telemedicine E&P Rule

- Clarifies telemedicine is applicable to both FFS and MCO program
- Services may be rendered via telemedicine if
  - Already included in the DHCF fee schedule within broad categories specified in the DHCF telemedicine rule
  - Can be delivered at the standard of care
- Home as an originating site is allowable
- Providers have flexibility to work remotely

https://dhcf.dc.gov/page/telemedicine
# Telemedicine Guidance

## During the PHE

<table>
<thead>
<tr>
<th>Special Authorization during the public health emergency (PHE):</th>
<th>Issues to consider after the PHE:</th>
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<tbody>
<tr>
<td><strong>Audio-only telemedicine services</strong></td>
<td>• District legislation defining telemedicine</td>
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<td></td>
<td>• Telehealth must be HIPAA compliant per security rule</td>
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<td><strong>Document required telehealth consent in clinical notes</strong></td>
<td>• Will need formal documentation and signature of consent to be HIPAA compliant</td>
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<td>* Consent management system being developed for the DC HIE may be able to address</td>
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<td><strong>Flexibilities on using non-HIPAA compliant technology (e.g. Facetime)</strong></td>
<td>• Must be HIPAA compliant, including BAA agreements</td>
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District Providers’ Use of Telemedicine During PHE

• In March 2020, the District of Columbia immediately recognized the need for providers to use Health IT - and telemedicine services in particular - to ensure continuity of care

• Most common EHR telehealth module used: eClinicalWorks Healow

• Other third-party vendors used to conduct telehealth:
  • Zoom
  • Doxy.me

• Requests for additional support:
  • Billing and coding
  • Strategies to improve IT literacy for patients
  • Understanding telehealth vendor options and costs
    • Some providers requested assistance to support licensing telehealth tools
Telehealth Utilization Now Accounts for a Quarter of DHCF’s Outpatient Claims

- In January and February 2020, telehealth accounted for just **0.3% of outpatient claims** and only **0.7% of beneficiaries** had a telehealth service.

- In April and May 2020, telehealth claims accounted for **25% of all DHCF outpatient claims** and **18% of DHCF beneficiaries** received a telehealth service.

- In April and May 2020, behavioral health services accounted for **71% of telehealth claims**.

- In contrast, telehealth BH care accounted for only **36% of beneficiaries using telehealth services**.

**Source:** DHCF Medicaid Management Information System (MMIS) data extracted on 7/7/2020. **Note:** Includes Medicaid, Alliance, and ICP. Reflects paid fee-for-service claims and managed care organization encounters by date of service. Due to claims lag, counts for each month are likely to be higher when run at a future date.
eHealthDC Tips: Engaging Patients via Telehealth and Expanded Workforce Capacity during PHE

- Adapt organizational processes to increase the number of patient reminders sent before conducting scheduled telehealth visits:
  - Send e-mail messages through the portal
  - Call patients 24-48 hours before telehealth visits as a reminder
  - Make support resources available before and during scheduled

- Utilize telehealth privacy and security best practices:
  - Execute a Business Associate Agreements (BAAs) with third-party telehealth technology providers
  - Implement privacy measures to verify patient identity, including having patient information on file
  - Securely transmit telehealth visit information through the patient’s portal account or their cell phone for additional verification

- Boost patient engagement efforts by deploying a virtual workforce (including interns or other support staff to increase an staff capacity):
  - Train support staff to serve as an organization’s “Patient Portal Tech Support” team
    - Handle minor tasks such as password reset requests, answering general questions, and non-emergency issues
    - Assist patients with assistance downloading, installing and/or using the telehealth software when applicable
  - Train support staff to perform tasks that augment the care team’s patient engagement efforts by:
    - Calling patients and encourage patient portal sign-ups
    - Assisting patients without e-mail addresses to sign up for a free e-mail address to facilitate use of the telehealth
    - Following-up on patient appointment reminders to ensure patients can make their appointments
    - Sending group and individual patient portal and telehealth campaign messages

- Be prepared to use more than one telehealth workflow and/or tool to fully engage a patient base that has varying technology
DHCF Request Approved: Emergency Support for Health IT/Telehealth

- Building on feedback from the community, DHCF developed an emergency request to CMS for HITECH enhanced match (90/10 FFP) will be used to further support telehealth efforts in the District in a continued effort to combat coronavirus (COVID-19).

- On July 9, 2020 CMS officially approved the District’s Emergency FFP for a total of $1,248,449 to:
  - Purchase and loan laptops/tablets + data plans to providers with limited technical capabilities
  - Distribute HIPAA compliant telehealth platform licenses to providers without a license, and
  - Assist our DDS colleagues with upgrading their MCIS database and enhancing staff systems support.

- These resources will complement support several local organizations have received from the Federal Communications Commission.