



Leveraging Lessons Learned: Implementing Telehealth to Sustain Integrated Behavioral Health

Stephen Shearer, Facilitator
Sophia Shepard, Co-Facilitator
Adrian Bishop, Presenter

Thursday, April 1, 2021

Vision: Healthy Communities, Healthy People





**We are delighted you are part of
this exciting project.**

Vision: Healthy Communities, Healthy People



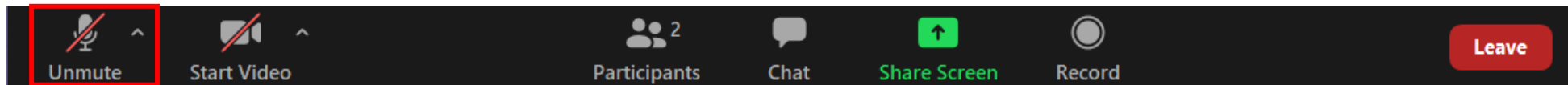
Session 9

Financial, Documentation, and Regulatory Requirements for Telehealth

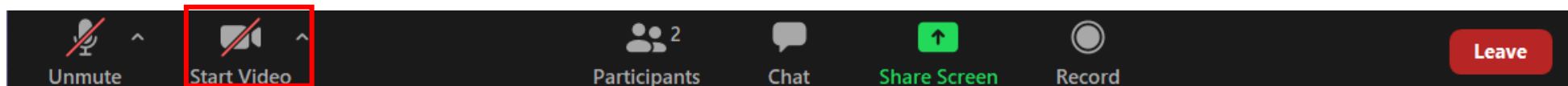


Zoom Participation

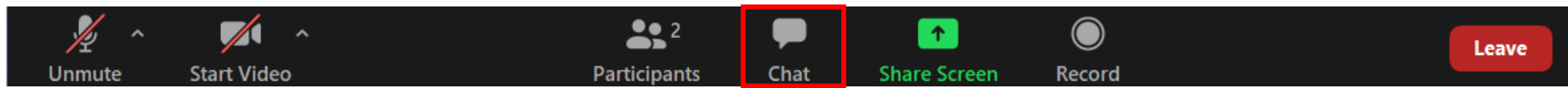
- You will begin muted. To **unmute/mute**, click the **microphone** icon located at the bottom left of your Zoom window.



- We encourage everyone to keep their video enabled. Click **Start Video** to join by webcam.



- To ask a question using the **Chat** feature, click the **Chat** icon located at the bottom center of your Zoom window.



Session 9 Facilitators and Presenters



Facilitator:
*Stephen Shearer, B.S., CPHQ,
CEAP, CCM, CJCP, LADC*
The Bizzell Group



Co-Facilitator:
Sophia Shepard, B.S.
JBS International, Inc.



Presenter:
Adrian Bishop, B.Sc.
Advocates for Human Potential, Inc.

Poll #1

What is your number one concern regarding telehealth sustainability in the next 12 months?

- A. Coding and billing issues.
- B. Potential changes in federal and state regulations.
- C. Leadership buy-in for sustainability of telehealth.
- D. Availability of connected devices for patients.



Participant List

These clinics will be reporting out on their Action Plans in session 11 on **April 15, 2021**.

State	Organization
AK	Sunshine Community Health Center
AL	AltaPointe Health Systems
CA	Tiburcio Vasquez Health Center
IA	Community Health Centers of Southern Iowa
IL	Friend Health
IL	Esperanza Health Centers
MA	Community Health Connections
MO	Swope Health



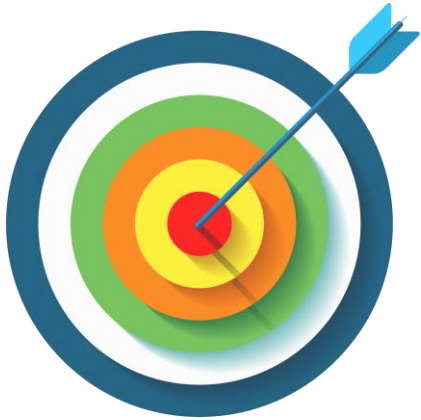
Participant List (cont'd)

These clinics will be reporting out on their Action Plans in session 12 on **April 22, 2021**.

State	Organization
MA	Community Health Programs
MS	Central Mississippi Health Services
MT	Bullhook Community Health Center
NM	Mora Valley Community Health Services
OH	Neighborhood Health Association
PA	Northside Christian Health Center
SC	Family Health Centers, Inc.
TX	AccessHealth
TX	Healthcare for the Homeless - Houston
MO	Ozark Tri-County Health Care dba ACCESS Family Care



Today's Learning Objectives



Source: iStock

- Discuss federal regulations that will affect the future of telehealth services
- Discuss the importance of measuring telehealth patient outcomes
- Discuss required supports (e.g., staffing, technology, finance) for successful telehealth services

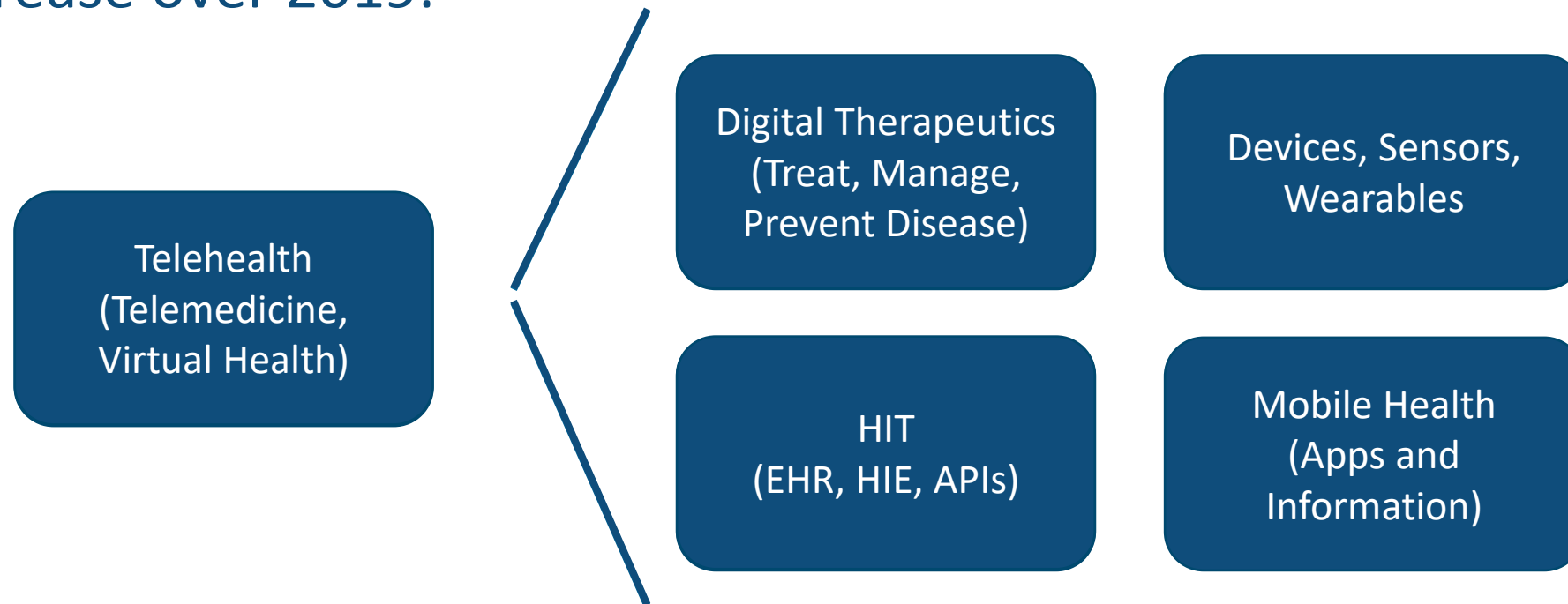
Session 9: Financial, Documentation, and Regulatory Requirements for Telehealth



Presenter: *Adrian Bishop, B.Sc.*
Director, eHealth and Organizational Development
Advocates for Human Potential

Post-COVID Era

- Telehealth—a healthcare delivery modality that opens the door to many other transformation technologies.
- At the end of 2020, telehealth market valued at \$9.5 billion, an 80% increase over 2019.



Post-COVID Telehealth Predictions

1. Telehealth is here to stay!
 - It's popular and **allows patients, especially among high-risk populations like seniors**, to connect with their doctors in a safe and efficient way.
 - The technology will continue to improve, and adoption of telehealth will increase.
 - It may become the predominant visit modality during 2021.
2. The Cures Act and the advancement of APTI technologies will increase the patient's participation in their health care and control of their own health.
3. The increased availability of connected devices will increase the efficiency and effectiveness of virtual visits.
4. Most (but not all) of the legislation to facilitate the rapid adoption of telehealth will become permanent after COVID.



Source: ThinkStock

Act to Protect Access to Telehealth

- The Protecting Access to Post-COVID-19 Telehealth Act was reintroduced in January 2021.
- It aims to make permanent some emergency telehealth access and coverage rules put in place over the past year to address the coronavirus pandemic.

“Mandate a study of telehealth use during the PHE, including an analysis of costs, adoption rates, measurable health outcomes and racial and geographic disparities.”

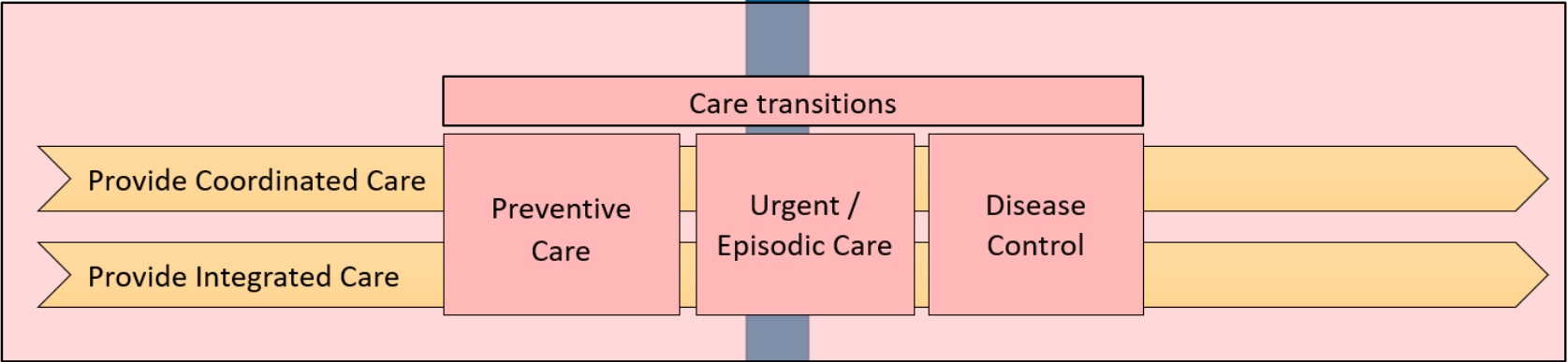


Care is More Than the Visit: What Is the Telehealth Impact?

(Do we) Demonstrate the Quality of Care Provided?



(Do we) Provide Continuous Care?



(Do we) Keep Our Patients Safe and Mitigate Barriers to Care?

(Do we) Understand Our Patients?



Poll #2

The best way to describe your monitoring of telehealth patient outcomes is...

- A. We have a comprehensive and meaningful process in place for monitoring telehealth patient outcomes.
- B. We have a limited monitoring process in place for evaluating telehealth patient outcomes.
- C. We collect telehealth patient outcomes data, but we lack a meaningful aggregation process for identifying opportunities for improvement.
- D. We lack a meaningful process for monitoring telehealth patient outcomes.



Population Health Needs

- The need for services will not change. Patients will still need integrated primary care that meets their whole patient, episodic, and preventive care needs.
- Primary care services will be a blend of virtual and in-person services.
- Behavioral health and dental services must not be “left out.”
- SDOH and the mitigation of barriers to care must not be “left out.”
- Value-based payments will be critical to ensure that quality of care is maintained/improved.



Telehealth: What Do We Need to Know Going Forward?



Telehealth:

- Telemedicine
- Mobile health
- Virtual health
- Remote patient monitoring
- Store and forward/
Asynchronous

Discussion Question

Do you have strategies in place for your clinic to connect with your state legislature to support sustainability of telehealth services (e.g., reimbursement, licensing, telehealth-related legislation)?



Source: ThinkStock

Rules: What Regulatory Changes Do We Need to Become Permanent?

- **Remove geographic and originating site restrictions** to allow patient to receive telehealth services in their homes, residential facilities, and other locations.
- **Allow Rural Health Clinics (RHCs) and Federally Qualified Health Centers (FQHCs) to serve as distant sites** for the provision of telehealth services.
- **Allow audio-only communication.** Allow, as clinically appropriate, Medicare coverage and payment for telehealth services conducted via audio-only communication.



Rules: What Regulatory Changes Do We Need to Become Permanent?

- **Expand eligible practitioners.** Grant the Secretary of the Department of Health and Human Services (HHS) the authority to expand the types of providers that can deliver and bill for telehealth services to include, among others, physical therapists, occupational therapists, and speech-language pathologists.
- **Support access to broadband.** Improve access to broadband by providing additional funding for the Federal Communications Commission (FCC) Rural Health Care Program.
- **Support telehealth infrastructure and capability.**
- **Others?**



Reimbursement: What Payer Changes Do We Need to Become Permanent?

- **Upfront support**

- Secure platforms
- EHR enhancements
- Licenses
- IT support
- Scheduling
- Patient education and assistance
- Clinician/staff training
- Others?

- **Reimbursement**

- Payment parity for virtual services to ensure that payment for virtual services is on par with payment for in-person services
- Identify a core set of virtual services that can be provided to all payers
- Identify an initial set of services that can be provided virtually
- Identify an initial set of services that can be provided by audio
- Agree on new—or update existing—quality and operational measures that can be provided virtually
- Others?



Operations: What Health Center Operational Changes Will Be Required to Support Telehealth?

- **Virtual visit/face-to-face visit mix**
 - By provider?
 - By service?
 - By visit type?
 - By patient type/needs?
 - New patients?
 - Others
- **Staffing to support virtual visits**
 - Providers
 - Nurses
 - MAs
 - Care managers
 - Support/Others
- **Facilities to support virtual visits**
 - Existing facilities?
 - New/additional facilities?
 - Support services
 - ✓ Pharmacy
 - ✓ Eligibility/registration
 - Others?
- **Care teams to support virtual visits**
 - Current care team model
 - New/enhanced models?
 - Others?
- **Data collection to support virtual visits:**
 - SDOH, SOGI, Income, Race/Ethnicity



Finance: What Health Center Financial and Management Changes Are Required for Telehealth?

- How do we cost our services in order to ensure they are financially viable?
- What financial investment is required for
 - Technology?
 - Staff/training?
 - Facilities?
- Data/PHI security?
- Compliance?
- Quality Measures?
- Quality management/improvement?
- Management reporting?
- Others?



Useful Links

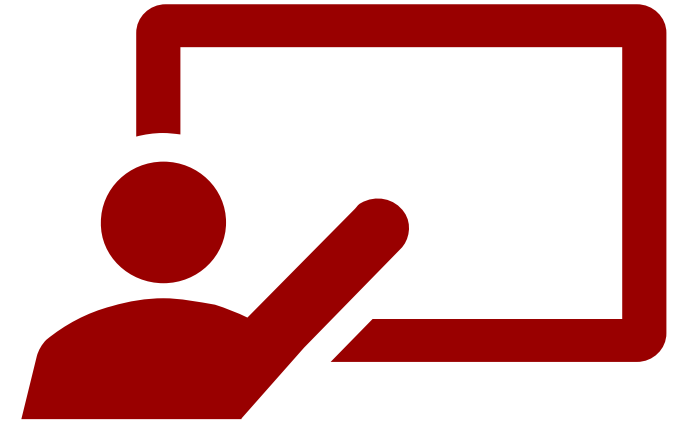
- **Resource Guide on Telehealth Coverage in Medicaid**
 - [Resource-Guide-on-State-Telehealth-Coverage-in-Medicaid-Oct-27-2020.pdf \(nachc.org\)](#)
- **Center for Connected Health Policy**
 - [https://www.cchpca.org/](#)
- **HHS secretary nominee pledges support for permanent telemedicine expansion**
 - [https://www.beckershospitalreview.com/telehealth/hhs-secretary-nominee-pledges-support-for-permanent-telemedicine-expansion-4-details.html](#)

Q&A



Wrap Up & Next Steps

- **Begin thinking about your Report Out presentation** – you will be presenting to your colleagues in either Session 11 or 12 about your Action Plan and SMART Goal. HRSA members will be in attendance and look forward to hearing your Report Outs.
 - If you would like any assistance with developing this presentation, you can attend Office Hours.
- Review Exhibit 2.2-2 Statements to Elicit Statement from Online Client, Page 126 for next week's session.
 - <https://store.samhsa.gov/sites/default/files/d7/priv/sma15-4924.pdf>



Reflecting on Today: Plus, Delta

- + What worked for you today?
- Δ What would you change?
- What inspired you today that you could implement in your health center next week?



Office Hours

- **Wednesdays 2:00–4:00 p.m. ET**
- Designed to discuss progress and/or challenges related to
 - The session topic,
 - Your team's CoP goal, and
 - Support in between session activity.



Continuing Education

- We will be offering **1.5 CE credit per session** attended for a maximum of 18 CEs for participation in all 12 CoP sessions.
- You **must** complete the Health Center Satisfaction Assessment after **each** session you plan on receiving CEs for.
- **CE credits will be distributed for all sessions at the conclusion of the CoP.**



This course has been approved by JBS International, Inc. as a NAADAC Approved Education Provider, for educational credits. NAADAC Provider #86832, JBS international, Inc. is responsible for all aspects of their programming.



JBS International, Inc. has been approved by NBCC as an Approved Continuing Education Provider, ACEP No. 6442. Programs that do not qualify for NBCC credit are clearly identified. JBS International, Inc. is solely responsible for all aspects of the programs.

CoP Satisfaction Assessment

- Please complete a satisfaction assessment of today's session.
- If you plan to obtain CEUs for your time in this CoP, the Satisfaction Assessment is required.
- There are two ways navigate to the assessment:
 1. Follow the link provided in the chat.
 2. You will be emailed a link from us via Alchemer, our survey platform.



TA Offerings for Health Centers

- Webinars
- One-on-One Coaching
- Virtual Site Visits to Improve Outcomes
- Communities of Practice (CoPs)
- Strategies for Community Outreach: Social Media for Social Marketing



Upcoming TA Opportunities!

Webinars

- **Social Determinants of Health and Addressing Health Disparities in Integrated Care Settings**

Wednesday, April 7, 3:00–4:00 p.m. ET

Registration Link: https://zoom.us/webinar/register/WN_gidstu1QRfGspYkBhZtQ1A

- **Implementing Depression Screening in a Primary Care Setting**

Wednesday, May 5, 3:00–4:00 p.m. ET

Registration Link: https://zoom.us/webinar/register/WN_wlDnh513T8uUMYxdjKaJcg

You can receive **1 hour of Continuing Education** credit for your participation.



Upcoming TA Opportunities!

Informational Session

- **Using Social Media for Expanding Access to Integrated Care**
Thursday, April 15, 1:00–2:00 p.m. ET

Registration Link:

https://zoom.us/webinar/register/WN_yQBnpib0QOm_OfqBfK-CwQ



Upcoming TA Opportunities!

Communities of Practice (CoP) – Weekly for 6 Sessions

- **Social Determinants of Health and Integrated Care**
 - *Cohort 1: Tuesdays, 4/27/21 – 6/1/21, 2:30–4:00 p.m.*
<https://zoom.us/meeting/register/tJlkd-mqrjsjGtDmVfpKaKbDn-lCsGgK5pXi>
 - *Cohort 2: Tuesdays, 6/8/21 – 7/13/21, 2:30–4:00 p.m.*
<https://zoom.us/meeting/register/tJYkdeivqz4jHNGwrJzV8L4gUoaxTCSCPLu>
- **Integrated Behavioral Health and Value-Based Reimbursement: Two Sides of the Sustainability Coin**
 - *Cohort 1: Thursdays, 4/29/21 – 6/3/21, 2:30–4:00 p.m.*
<https://zoom.us/meeting/register/tJwuCeCsrDkvGdZGr9I1dXpCDLEkmPq3nSg4>
 - *Cohort 2: Thursdays, 6/10/21 – 7/15/21, 2:30–4:00 p.m.*
<https://zoom.us/meeting/register/tJUuduqhpjluHtwabD2xSdkmuHLR5Qju0XeD>



BPHC-BH TA Portal

<https://bphc-ta.jbsinternational.com/>

- Request TA
- Access Learning Management System (LMS) modules
- Learn more about BH TA options
 - One-on-one Coaching
 - E-learning Webinars
 - Strategies for Community Outreach
 - Virtual Site Visits to Improve Outcomes
 - Join a Community of Practice (CoP)

BPHC-BH TA
Bureau of Primary Health Care Behavioral Health Technical Assistance

Home | Request Technical Assistance | Learning Management System | About Us | Contact Us

Welcome to the BPHC-BH TA Resource Portal!

View Edit Delete Revisions

The Bureau of Primary Health Care (BPHC) Behavioral Health (BH) Technical Assistance (TA) portal is designed to meet the specific needs of HRSA health centers and shall focus on both mental health and substance use disorders (referred to jointly as “behavioral health”), with an emphasis on the opioid epidemic.

Learn About BH TA Options

- One-on-One Coaching
- E-learning Webinars
- Strategies for Community Outreach
- Virtual Site Visits to Improve Outcomes
- Join a Community of Practice (CoP)

Complete the Readiness Assessment





Thank You!

Presenter Contact Information:

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Vision: Healthy Communities, Healthy People

