

# AFTER COVID-19: What Stays, What Goes?

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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.

# 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.**

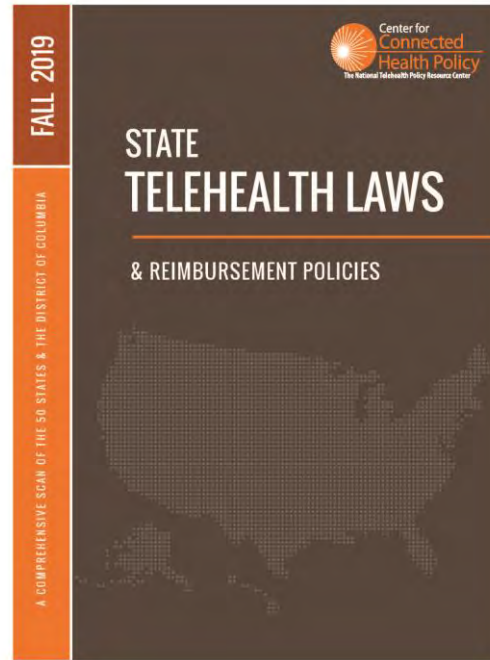
# ABOUT CCHP

- 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



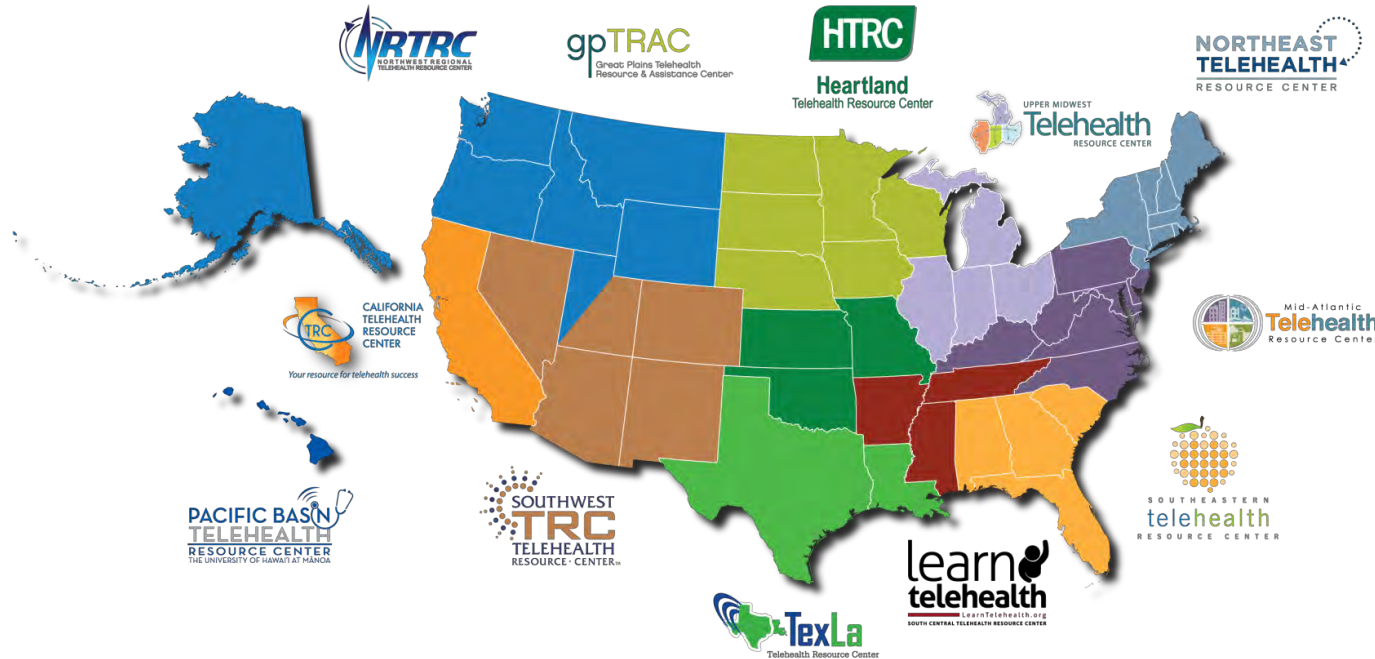
# CCHP PROJECTS

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



# NATIONAL CONSORTIUM OF TRCS

TelehealthResourceCenter.org



**2 National Resource Centers**

NRTRC	gpTRAC	NETRC
CTRC	HTRC	UMTRC
SWTRC	SCTRC	MATRC
PBTRC	TexLa	SETRC

**12 Regional Resource Centers**

# TELEHEALTH STATE-BY-STATE POLICIES, LAWS & REGULATIONS

The screenshot displays the website's navigation bar with 'CURRENT STATE LAWS & POLICIES' and 'LEGISLATION & REGULATION TRACKING'. The main header includes the Center for Connected Health Policy logo and navigation links for 'ABOUT', 'TELEHEALTH POLICY', 'RESOURCES', and 'CONTACT'. A search bar is also present. Below the header, a text block explains the site's purpose: 'CCHP helps you stay informed about telehealth-related laws, regulations and Medicaid programs. The map and search options allow you to view current state laws and regulations for all fifty states and the District of Columbia. To view the full report, visit the 50 State Report PDF.' The main content area features a map of the United States with a green callout bubble labeled 'Interactive Policy Map'. To the left of the map is a search filter panel titled 'Current State Laws & Reimbursement Policies' with options for 'Search by Filter' and 'Search by Keyword'. The filter panel includes dropdown menus for 'All 50 States & D.C.', 'All Categories', and 'All Topics', an 'APPLY' button, and a note that 'Data Last Updated Oct 29, 2018'. A legend at the bottom indicates that orange squares represent 'Policy Exists/Explicitly Allowed' and grey squares represent 'No Policy Exists or Not Explicitly Allowed'. A small note states '\*Key applicable only to topics indicated with an asterisk in drop down menu.'

## Search by Category & Topic

### Medicaid Reimbursement

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

### Private Payer Reimbursement

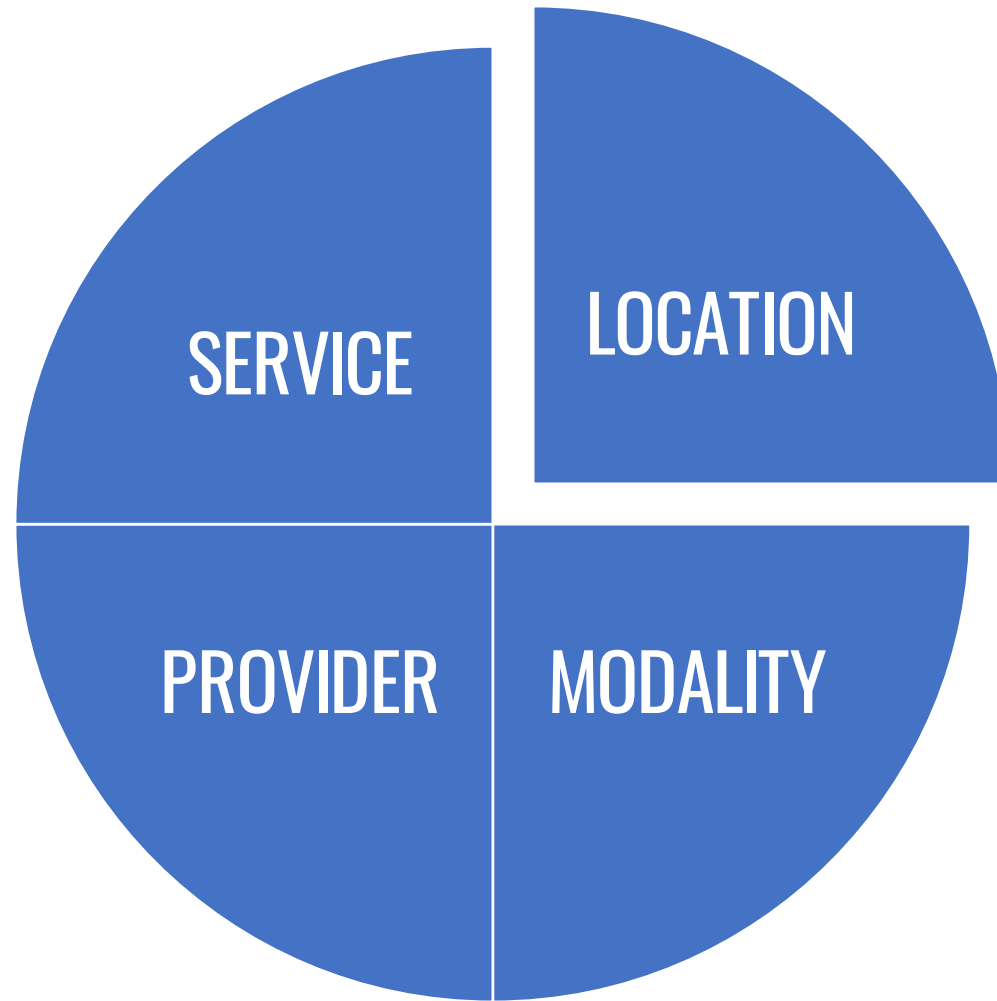
- Private Payer Laws
- Parity Requirements

### Professional Regulation/Health & Safety

- Cross-State Licensing
- Consent
- Prescribing
- Misc (Listing of Practice Standards)

# EXISTING TELEHEALTH POLICY

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

## FEDERAL

MEDICARE ISSUE	CHANGE
Geographic Limit	Waived
Site limitation	Waived
Provider List	Expanded
Services Eligible	Added additional 80 codes
Visit limits	Waived certain limits
Modality	Live Video, Phone, some srvs
Supervision requirements	Relaxed some
Licensing	Relaxed requirements
Tech-Enabled/Comm-Based (not considered telehealth, but uses telehealth technology)	More codes eligible for phone & allowed PTs/OTs/SLPs & other use

- DEA – PHE prescribing exception/allowed phone for suboxone for OUD
- HIPAA – OCR will not fine during this time

## STATE (Most Common Changes)

MEDICAID ISSUE	CHANGE
Modality	Allowing phone
Location	Allowing home
Consent	Relaxed consent requirements
Services	Expanded types of services eligible
Providers	Allowed other providers such as allied health pros
Licensing	Waived some requirements

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



# POST-COVID-19 WORLD

**What does the telehealth landscape look like in a post-COVID-19 world?**

# 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**

# POST-COVID-19 WORLD

- **But questions/issues will need to be resolved**
  - **Privacy/HIPAA**
  - **Licensure**
  - **Connectivity/Broadband**
  - **Digital Divide**
  
- **Increasing pressure on health plans**

# CA CONSUMER TELEHEALTH WEBSITE

 California Coronavirus (COVID-19) Response  

## Getting health care from home through telehealth

Last updated May 12, 2020 at 4:46 PM

- > Homepage
- > Stay home order
- > Know symptoms and risks
- > Get testing and treatment
- > Resilience Roadmap
- > Emotional health resources
- > Manage your stress
- > Get financial help
- > Guide for Immigrant Californians

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/>

# HHS TELEHEALTH WEBSITE

## Telehealth: Health care from the safety of our homes.

During the COVID-19 Public Health Emergency, we don't have to choose between medical care and social distancing. When patients can get health care through telehealth — and doctors can provide it — we protect ourselves, our families, and our communities.



## 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.

[Understanding telehealth](#) >

[Telehealth during COVID-19](#) >

[Finding telehealth options](#) >

[Go to the patients page](#) >

### For providers



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.

[Getting started with telehealth](#) >

[Policy changes during COVID-19](#) >

[Planning your telehealth workflow](#) >

[Go to the providers page](#) >

TELEHEALTH.HHS.GOV

For patients For providers

For patients

- Understanding telehealth
- Telehealth during the COVID-19 emergency
- Finding telehealth options
- Preparing for a video visit
- For providers

## For patients

Wondering 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 everyone's safety and to reduce the load on the healthcare system, automated screening tools should be among the first telehealth options to consider. Here are two COVID-19 self-assessment tools based on information from CDC: [CDC Coronavirus Self-Checker](#) and [COVID-19 Screening Tool](#).

You can search online for additional telehealth screening tools. Many of these tools are free, especially if they are COVID-19 related, and some of them may guide you to a virtual visit online after your assessment. You can also check with your doctor, your employer, your health insurance company, or your state to see if they recommend any related solutions.

### Finding telehealth options

If screening tools and self-checkers do not lead you to the care or information you are seeking, you can reach out directly to your doctor or health insurance company for options that can help connect you to a provider online.

### Understanding telehealth

TELEHEALTH.HHS.GOV

For patients For providers

For patients

- Getting started
- Plan your telehealth workflow
- Preparing patients for telehealth
- Policy changes during the COVID-19 Public Health Emergency
- Billing and reimbursement
- Legal considerations
- Resources by topic

## For providers

This content is for doctors and other health care professionals, including individual practitioners and hospital staff.



### Getting started

Find resources for incorporating telehealth into your practice and related considerations.

### Planning your telehealth workflow

Your workflow for patient encounters will need to adapt to the platform you choose, but here are a few basics to consider.

### Preparing patients for telehealth

Learn how to prepare your patients for telehealth to ensure their comfort and high-quality care.

### Policy changes during the COVID-19 Public Health Emergency

The federal government has taken action to make telehealth services easier to implement and access during this national emergency.

<https://telehealth.hhs.gov/>

# CCHP

- **CCHP Website – [cchpca.org](https://www.cchpca.org)**
  - **Telehealth Federal Policies - <https://www.cchpca.org/resources/covid-19-telehealth-coverage-policies>**
  - **State Emergency Waivers/Guidances - <https://www.cchpca.org/resources/covid-19-related-state-actions>**
- **Subscribe to the CCHP newsletter at [cchpca.org/contact/subscribe](https://www.cchpca.org/contact/subscribe)**



# Thank You!

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