Telehealth 101:
What You Need to Know to Get Started Now

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Learning Objectives

Overarching objective is to support our provider shift to telehealth during pandemic

- Beacon's position on expanding access via Telehealth during COVID-19
- How Telehealth enables continuous care during COVID-19
- Implementing Telehealth – platforms, etiquette, HIPAA compliance
- Technology options/best practices
- Resources – Beacon and the National Telehealth Resource Center

Beacon/MBHP's Position on Telehealth

Telehealth can be an effective way for members to begin or continue their care through a mental health from their homes.

Based on MA guidance and to aid in the start or continuity of care:

- Beacon/MBHP will cover Telehealth services, including telephone and live video, as means by which members may access all clinically appropriate, medically necessary covered services.

- When clinically appropriate, we are currently encouraging providers to use technologies to communicate with individuals in a confidential and secure manner.

- If you have questions about how a particular service is covered please call:

  - Beacon's MA Provider Service Line at 1-800-397-1630 (Monday-Friday, 8 a.m.- 8 p.m. ET)
  - MBHP's Provider Service Line at 1-800-495-0086 (Monday-Thursday, 8 a.m.- 5 p.m.. and Friday 8:30 a.m. – 5 p.m. ET)
  - Contact your Provider Relations contact

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MA Requirements for Telehealth

Consent

- Follow consent and patient information protocol consistent with in person visits.

Identification and Authentication

- Properly ID the patient using, at a minimum, the patient's name, date of birth, and identification.

- Disclose and validate the provider's identity and credentials, such as the provider's license, title, and, if applicable, specialty and board certifications.

- Inform patients of your location rendering services via telehealth and obtain the location of the patient.

Accessibility, Planning, and Emergency Care

- Inform patient of how to see a clinician in-person in the event of an emergency or as needed.

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MA Requirements for Telehealth

Confidentiality

- To the extent feasible, ensure the same rights to confidentiality and security as provided in face-to-face services. Inform members of relevant privacy considerations.

Review of Medical History

- For an initial appointment with new patient, review the patient's relevant medical history and any available medical records with the patient before initiating service.
- For existing provider-patient relationships, the provider must review the patient's medical history and any available medical records with the patient during the service.

The California Telehealth Resource Center (CTRC) was established as a federally designated Telehealth Resource Center in 2006. We are nationally recognized as one of fourteen HRSA funded Telehealth Resource Centers around the country.

The 12 regional and 2 national TRCs are expertly staffed and have come together under one consortium to further the advancement and accessibility of telehealth with a focus in rural healthcare.

CTRC has worked with hundreds of programs, providers, universities, government agencies, and equipment developers to identify best program practices, newly emerging technologies and trends, and studies that identify the impact of telemedicine services.

Portions of the information in these slides have been provided in part by other regional Telehealth Resource Centers located throughout the country. This information is used with permission from each of these TRCs.

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This telehealth 101 presentation is for health care providers who wish to implement web-based video to interact with their patients during the COVID-19 pandemic.

Under normal circumstances, the development and implementation of telehealth is best accomplished through a thorough, deliberate planning process.

However, due to the current public health emergency, health care providers are encouraged to utilize telehealth when possible in lieu of seeing patients in person.

This presentation does not cover other types of telehealth, such as store and-forward, remote patient monitoring, or the use of other telehealth technologies such as telemedicine carts or medical peripherals. All of these are excellent and often appropriate means of caring for patients, but are not covered here.

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The Telehealth Landscape

Drivers

- Public Health Emergency
- Aging population
- Consumer demand
- Expanding Reimbursement
- Provider shortages
- Payment reform
- Readmission penalties
- Competitive forces

Barriers

- Access to broadband and/or technology
- Privacy and security concerns
- Provider resistance to change
- Legal/regulatory questions
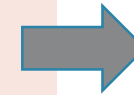
COVID-19

- Governor's Executive Order: Carriers are required to allow in-network providers to offer telehealth
- MassHealth Bulletin: Providers are permitted to provide clinically appropriate, medically necessary services, via telehealth (including telephone and live video). There are no specific technology requirements.
- Managed Care entities are required to cover telehealth services.

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Software and Equipment: What do I really need to start ASAP?

It is generally good to take a long view when selecting technology. However, during the current national public health emergency, the federal government has provided flexibility in the video equipment that can be used.

Many vendors are offering free or reduced prices for the next few months in support of a quick ramp-up of telehealth services.

Off-the-Shelf products for providers and consumers

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Camera Stability

Mobile devices such as tablets and cellphones: use a stand or mount to *keep the device still.*

Video Platforms
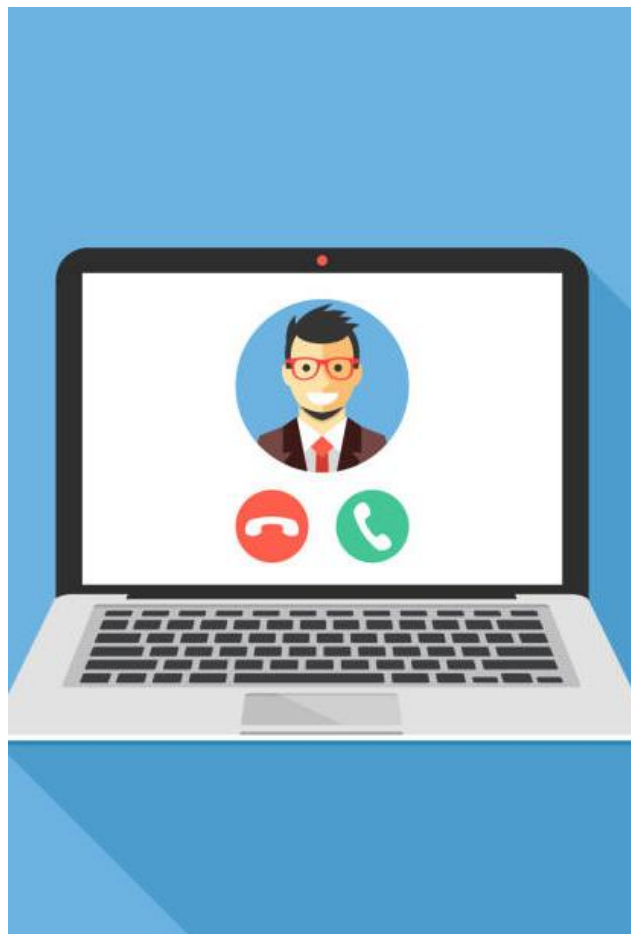
The federal Office of Civil Rights (OCR) has temporarily relaxed its enforcement standards during this national emergency to allow covered health care providers to use video technologies that do not fully comply with HIPAA rules.

Health care providers choosing to use these products should inform patients that there may be privacy risks. Health care providers seeking more privacy for patients should consider products that use encryption and tools such as passcodes to restrict the session, and vendors that will sign HIPAA Business Associates Agreements (BAAs) in connection with their video solutions.

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HIPAA-Compliant Platform Examples

Zoom for Healthcare

doxy.me

CISCO

eVisit®

EHR/Practice Management System with integrated live video telehealth capabilities

Vidyo®

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Direct To Consumer Considerations

Seeing clients in their home is fine, but recognize the potential risks:

- ✓ You lose any physical control of the patient and surroundings
- ✓ You rely on their equipment and network
- ✓ You may need to verify the patient's location (for safety reasons)

There is no one correct solution to these risks and it may be impossible to provide appropriate treatment in some locations.

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Camera Location

Camera Location - the illusion of "eye contact"
a. Camera centered on screen
b. Remote "face" is directly under the camera; *as close to the camera as possible*

"Lower the camera, raise the image."
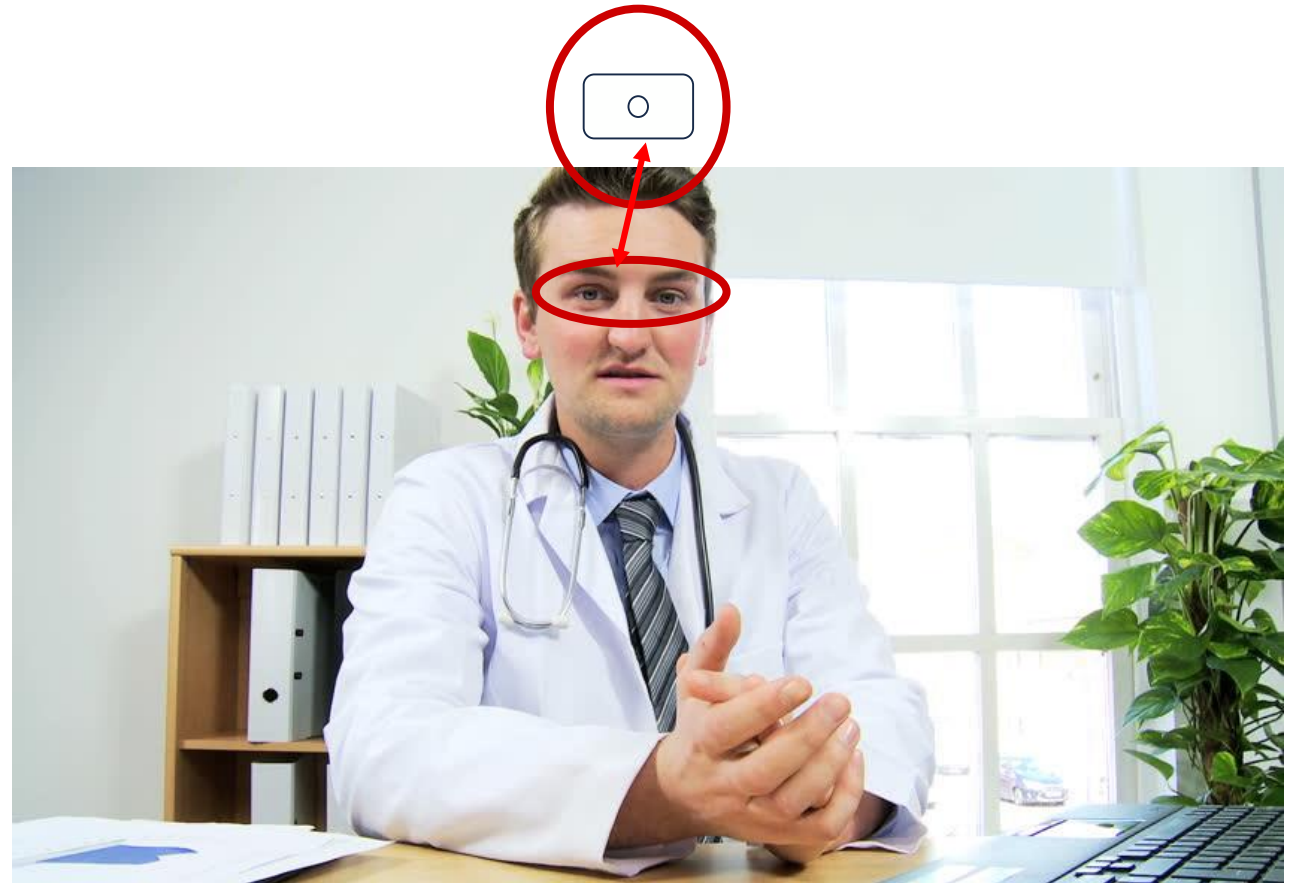
Lighting

- Standard workplace lighting is often "good enough"

- General principle: bright, diffuse, from the front

- Things to avoid

  - Harsh light, glossy surfaces, reflections

  - Unbalanced light and "point" sources

  - Lamps throw shadows

  - Backlighting and windows behind

  - Bright or reflective background

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Privacy and Security

Work area has insufficient privacy allowing co-workers to unintentionally intrude

Secure office location, but the glass behind the user creates a distraction and privacy concern

Framing and Background

- Camera at head level

- Fill the frame to the top

- <u>Include your hands</u>

- Avoid intrusive backgrounds

- Avoid backlighting

Sound

- Lots of mic styles available - choose the least intrusive

- Feedback - usually from two connections in the same room

- Echo - the one causing the problem can't hear it

Pro Tip: The mute button is your friend.

Universal Video Etiquette

Everybody in the room should be on screen (or at least should come on screen to be introduced).

Everybody should be identified by name and role.

Patient consent should be obtained, and any questions about the technology answered.

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Internet Bandwidth Considerations

Successful video requires adequate bandwidth to the home/phone and within it, a device (phone, tablet, or laptop) with a camera and microphone, a person able to manage it, and a little patience.

While many homes have decent bandwidth and wireless plans, with parents and children all home working and taking classes online, watching movies, gaming, etc., there can be a lot of competition for that bandwidth.

Similarly, video running on a laptop with several windows running may also compete for adequate resources.
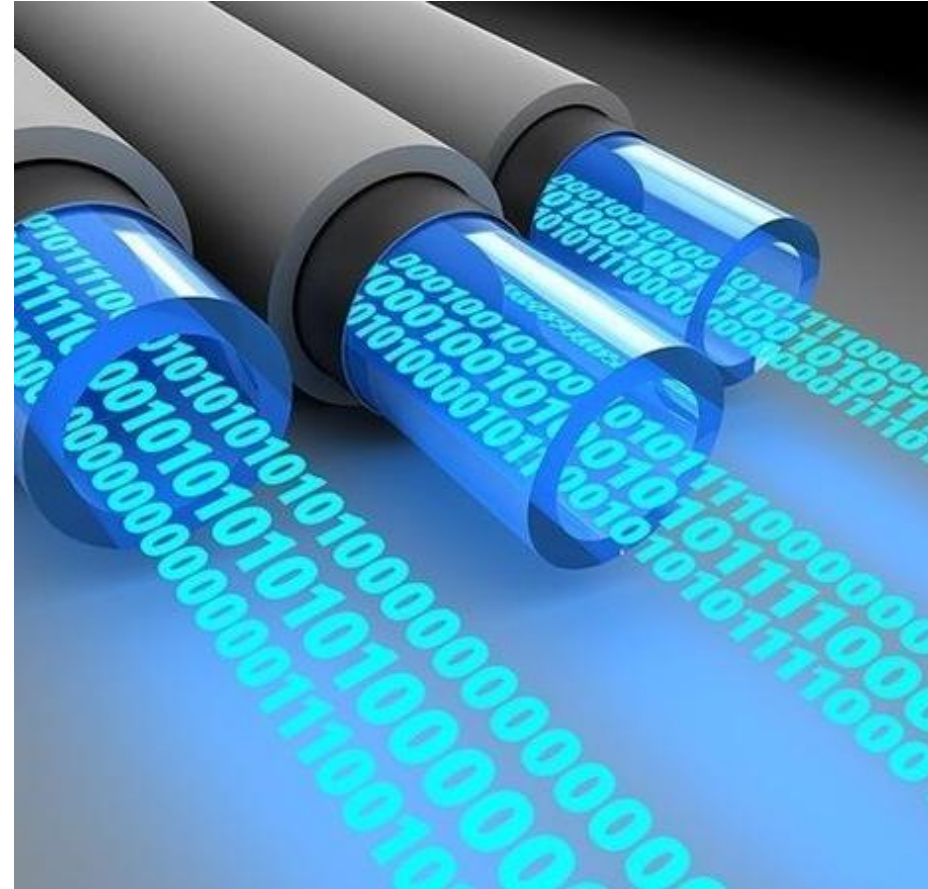
Tips for success

✓ If possible, complete a pre-test call with patients. This is often best done by a front office staff or MA who functions as a super user.

✓ Check to see if both ends can see and hear each other.

✓ Check to be sure that audio and video aren't muted on one end.

✓ If the connection isn't great, limit what else is connected to bandwidth and close extra windows on the device.

✓ Help patients become comfortable with the experience. Keeping it simple and providing a little familiarity with the technology goes a long way.

✓ Have a back-up plan if the technology doesn't work: Can the call be moved to telephone only or does the patient need to be seen in person? Decide in advance.

✓ **Relax!** Patients of all ages tend to enjoy the connection with their health care providers that telehealth provides.

If a provider, or patient, has one bad encounter, they will need 10 good encounters to regain trust!

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Best Practices

Building Rapport

- Talk normally.

- Look at the patient (ensure his/her face is near the camera).
    - Place your "self-view" frame as near the camera as possible.

- Use gestures - be animated.
    - Make sure your gestures are on camera/in the frame.

Reimbursement

I know what you're thinking…..

Just tell me how to get paid already.

Beacon/MBHP Billing

Expectation of services are equivalent to those delivered for an in-office visit

- Submit claims in the same forma.t

- Utilize the appropriate CPT code in concert with the type of service and duration of each visit.

- Providers must include Place of Service Code 02 when submitting a claim for services delivered via telehealth. A telehealth indicator, such as a 95 or GT modifier is encouraged, but not required.

- Reimbursement for a telehealth service is the same amount as a traditional office visit.

- May bill for dates of service back to March 12, 2020.

Where can you go to learn more about telehealth?

TelehealthResourceCenters.org

2 National Resource Centers
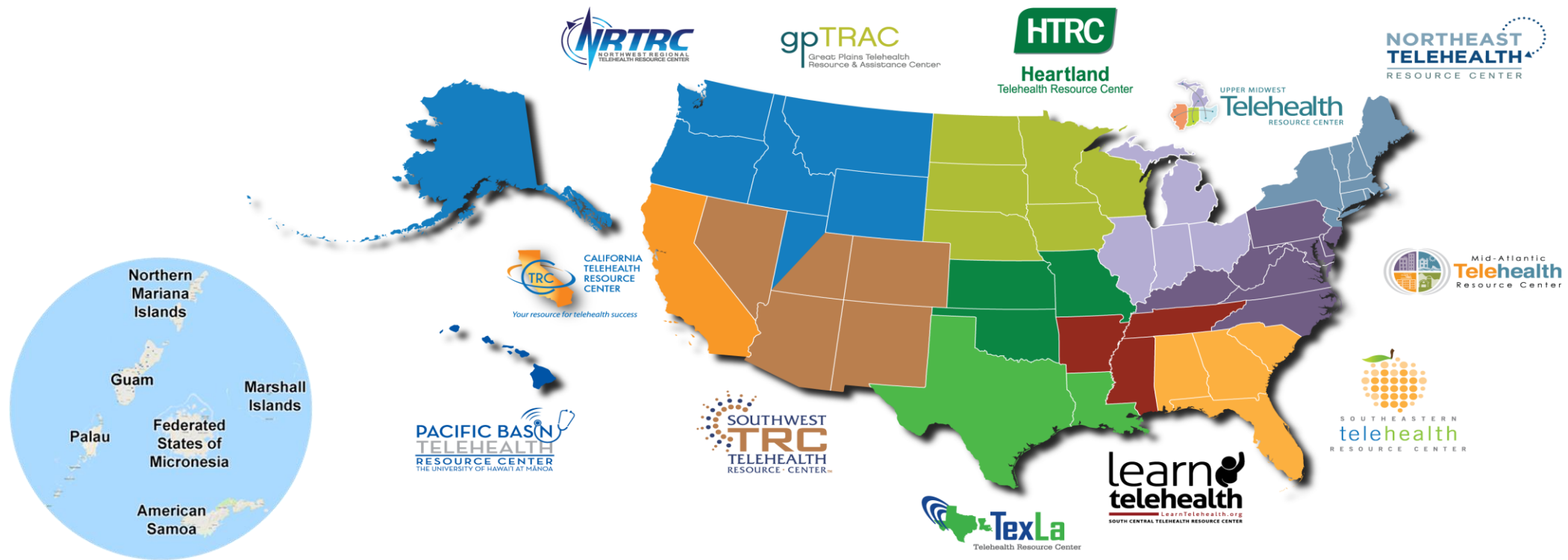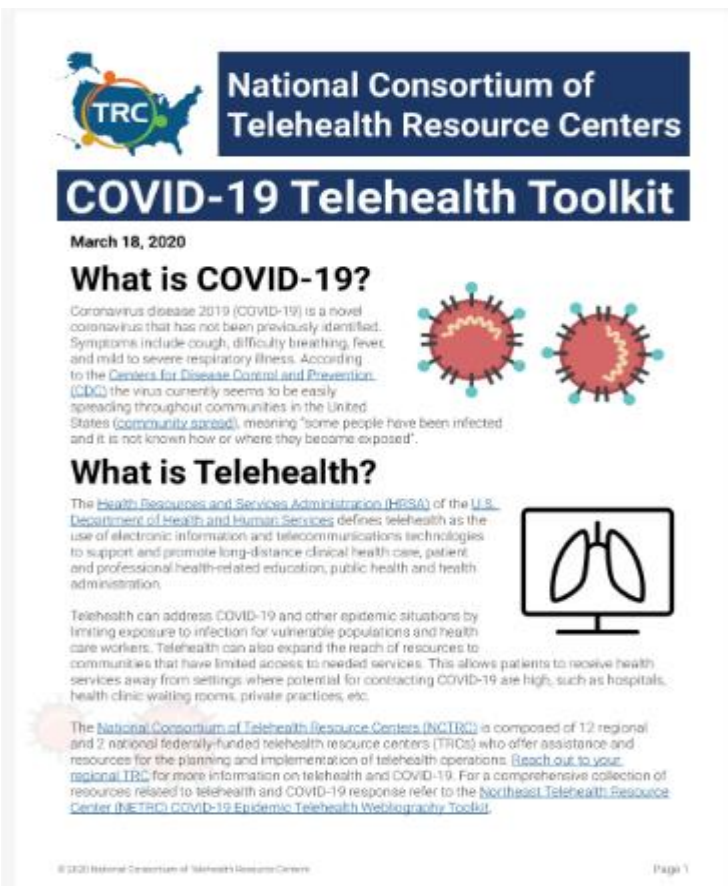
12 Regional Resource Centers

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

NCTRC Resource Documents

COVID-19 Telehealth Toolkit
A special document released to assist organizations implement telehealth during the COVID-19 outbreak.

How Patients Can Engage Telehealth

HIPAA and Telehealth
A stepwise guide to compliance.

And so much more!

But Wait… There's More!

- ➤ Toolkits
- ➤ Checklists
- ➤ Templates
- ➤ Reports

- ➤ Directories
- ➤ Videos
- ➤ Library

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CTRC Telehealth Program Developer Kit
The genesis of this is kit is the implementation methodology developed for the University of California schools and hospitals, as well as the safety net clinic referring partners throughout the state.

gpTRAC Great Plains Telehealth Resource & Assistance Center

gpTRAC Initiating Telehealth Services Checklist
This resource is designed to provide you with prompts for some of the ques-tions you need to consider as you look to implement a telehealth site or new service.

HTRC Heartland Telehealth Resource Center

HTRC Telehealth Etiquette Checklist
HTRC's checklist lines out best etiquette practices for telehealth providers. This resources will help you keep in mind appointment preparation, video presence, and audio tips.

Mid-Atlantic Telehealth Resource Center

MATRC Remote Patient Monitoring Toolkit
This Toolkit provides a series of videos, designed to help many different audiences quickly understand Remote Patient Monitoring and define the responsibilities of each role.

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NETRC Telehealth Library
NETRC hosts a Telehealth Resource Library containing a robust collection of peer-reviewed articles on telehealth. This library is regularly maintained.

learn telehealth LearnTelehealth.org SOUTH CENTRAL TELEHEALTH RESOURCE CENTER

SCTRC Video: A Telemedicine Tale
This video illustrates the benefits of telehealth at the consumer level. As a patient, telehealth overcomes common barriers to quality healthcare. This is just one of many videos created by SCTRC, visit their website to find more.

SOUTHWEST TELEHEALTH TRC RESOURCE CENTER

SWTRC Service Provider Directory
The Telemedicine & Telehealth Service Provider Directory is a service of the Arizona Telemedicine Program. The directory is a resource for hospital and healthcare administrators and other decision-makers who want to expand or improve their healthcare services.

UPPER MIDWEST Telehealth RESOURCE CENTER UMTRC.org

UMTRC Reimbursement Snapshot
UMTRC covers several of the upper midwest states. This document gives a snapshot of reimbursable services in their covered states.

Center for Connected Health Policy The National Telehealth Policy Resource Center

CCHP 50 State Report
CCHP's Spring 2019 release of its report on "State Telehealth Laws and Reimbursement Policies" offers policymakers, health advocates, and other interested health care professionals a summary guide of telehealth-related policies, laws, and regulations for all

HRSA Health Resources & Services Administration

HRSA Telehealth Compendium
This Compendium created by HRSA contains a compilation of telehealth resources for HRSA-grantees and stakeholders.

HRSA Health Resources & Services Administration

Webinar Compilation
HRSA has compiled a unique list of TRC webinars from 2011 – 2018. Downloadable Excel file is also available.

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Job Description Templates Compilation
TRCs have collected several frequently referenced job descriptions. These are sourced from various organizations and websites for others to use as a reference

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NETRC's COVID-19 Page https://netrc.org/COVID-19/

Telebehavioral Health Center of Excellence

TELEBEHAVIORAL HEALTH CENTER OF EXCELLENCE

The most current information in a rapidly evolving market.

The **Telebehavioral Health Center of Excellence** is dedicated to providing the most current, vetted, practical information for starting or enhancing Telebehavioral or Telemental health-related services. These resources are intended to provide you with the most current information to help you get started. They are not comprehensive in the historical sense but represent the best of the current Telebehavioral Health resources available.

New to Telebehavioral Health? We recommend starting with the **Overview**.

The practice of Telemental and Telebehavioral Health has proven to be safe, effective and efficient tools for Mental and Behavioral Health Providers. Improvements in reimbursement and decreased costs now make it an attractive way to provide services in new and unique ways. Browse the TBHCOE site for more.

HIPAA compliance is much more than BAA and encryption. Learn more about the nuances of how to apply HIPAA security for your telemental or telebehavioral health practice. The setup for services may be different for each setting, state, and profession. Browse the TBHCOE site for more.

Providing video clinical services from clinic-to-clinic seems straightforward on the surface. But small differences in clinic operations and clinic setting can make implementation cumbersome, eliminating the efficiencies promised by telemedicine. Get grant-funded advice about overcoming these issues from vendor-neutral industry experts and learn more about applying the best practices in clinic-to-clinic services. Browse the TBHCOE site for more.

OVERVIEW   SEARCH BY TOPIC   CHOOSE YOUR ROLE   GET STARTED

Clinical Guidelines
Clinical Guidelines for Telebehavioral Health

Crossing State Lines
State Policies for Telebehavioral Health

Financial
Financial Information for Telebehavioral Health

HIPAA Security
HIPAA Compliance and Security

Laws/Regulations
Laws and Regulations in Telebehavioral Health

Research
Telehealth Resource Library

Technology/Software
Technology and Software for Telebehavioral Health

TeleMAT
TeleMAT

Training
Training information for Telebehavioral Health

Visit https://tbhcoe.matrc.org/

NCTRC Webinar Series

The National Consortium of Telehealth Resource Centers provides a free webinar for those interested in telehealth.

Every 3rd Thursday

11 a.m. – 12 p.m. (PST)

The TRCs have an expansive network of professionals in the field of telehealth.

The monthly topics encompass various topics ranging from policy, business models, clinical workflow, telehealth program development, etc.

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Don't worry.
We record them.

Can't make the live webinars? No problem! We record all webinars and post them on our YouTube page within 1 business day.

Find more educational webinars:

https://www.telehealthresourcecenter.org/events/category/webinars/?tribe_event_display=past
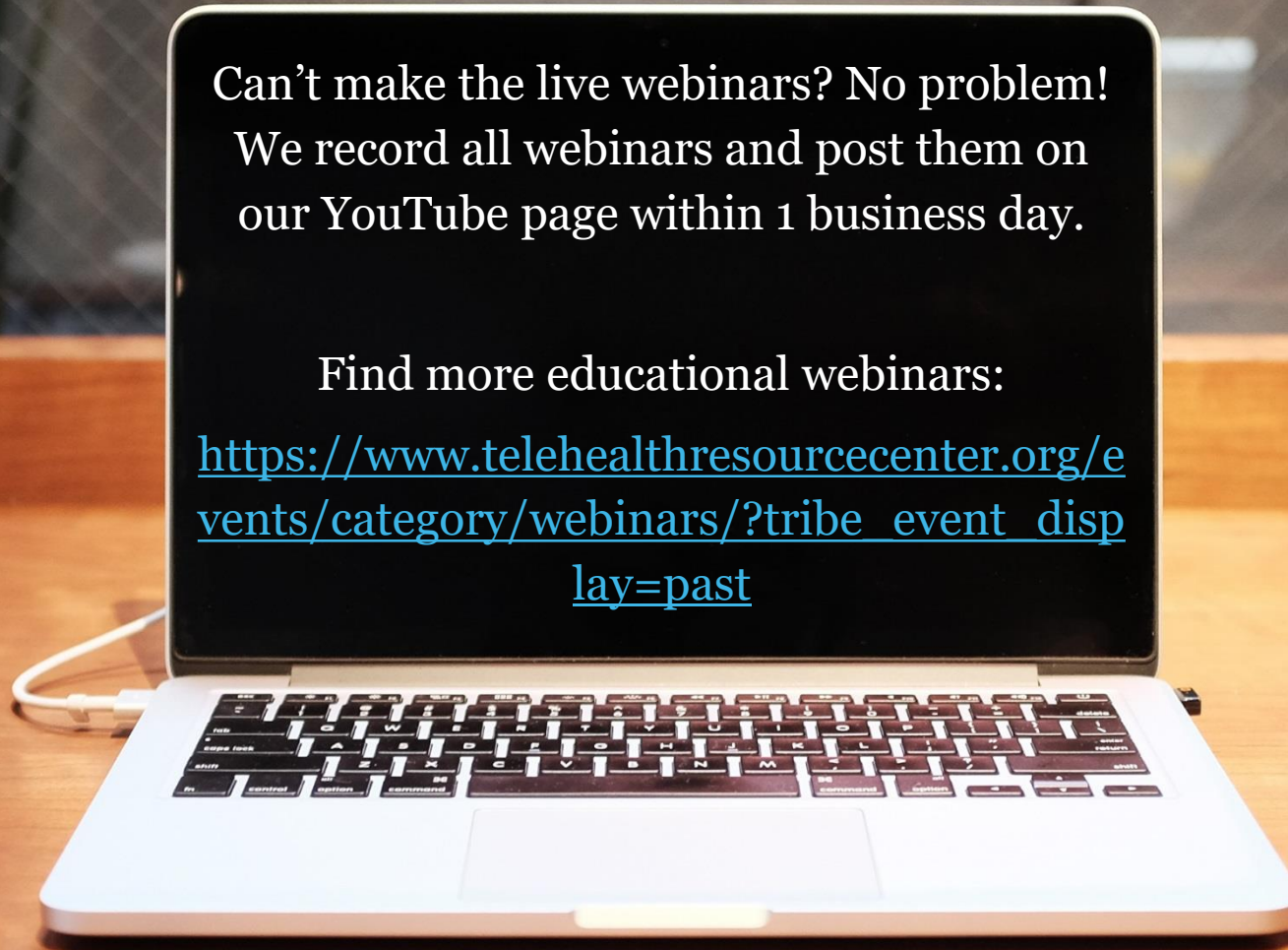
Key Takeaways

1. **TELEHEALTH IS A RAPIDLY EXPANDING FIELD**. We're expecting many changes in 2020 and will continue to see changes as we move forward.

2. **CONNECT WITH US.** Shoot us an email, give us a call, visit the website, or even better, register for our regional conferences (once they resume).

3. **OUR RESOURCES.** DIY kind of person? We have numerous resources and a reliable network to get your answer. We're federally funded so our information and resources are at your disposal.

4. **THE CONSORTIUM.** If we can't answer your question, we know who can! Each TRC is backed up by the power of the National Consortium – experts nationwide, ready and willing to assist.

Beacon Resources

www.beaconhealthoptions.com/coronavirus/provider-resources
www.beaconhealthoptions.com/providers/beacon/network/telehealth/
www.beaconhealthoptions.com/providers/beacon/important-tools/webinars/

During this national public health emergency Beacon will cover telehealth services including phone therapy, for most services. Additionally, in order to ensure access to care for our members we are waiving cost sharing for in-network and out-of-network providers.

GENERAL

> Provider FAQs: PHP & Telehealth

> ABA/COVID-19 FAQs

> Business support FAQs for providers

> Coronavirus general and mental health FAQs

MENTAL HEALTH

> Tips for housebound families

> Finding coronavirus media coverage overwhelming?

> Social distancing for the social animal

> How to navigate anxiety caused by coronavirus

> How to help children navigate anxiety caused by coronavirus

STATE SPECIFIC GUIDELINES

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Beacon Resources
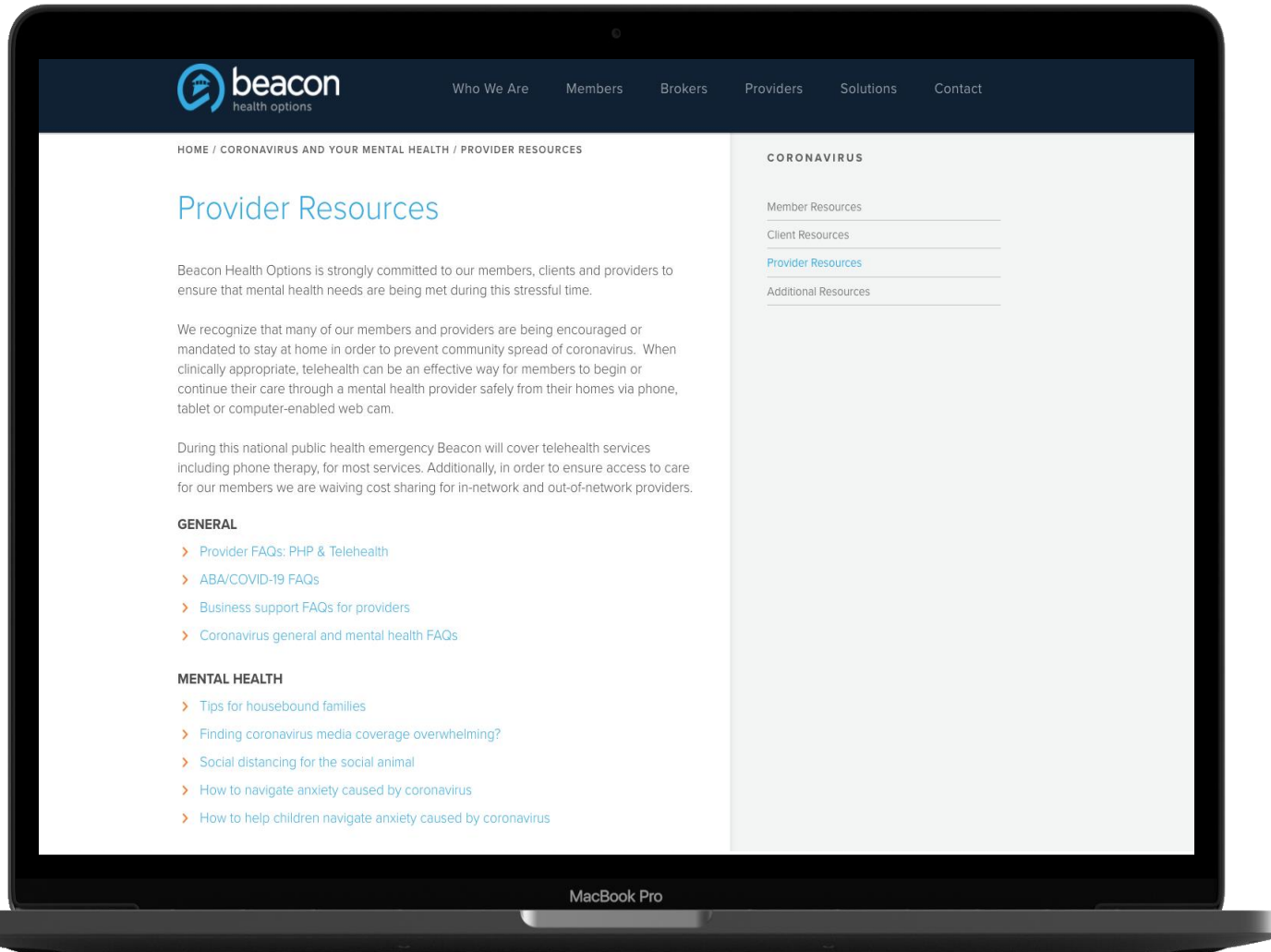
Coronavirus Provider Resources (Link)

Telehealth Resource (Link)

Provider Webinars (Link)

https://www.masspartnership.com

Additional Provider Webinars

1. **Crisis planning**
2. **Compassion fatigue**
3. **Transitioning IOP/PHP**
4. **Navigating billing**

and others!

Helpful Massachusetts Resources

https://www.mass.gov/doc/march-15-2020-telehealth-order/download

https://www.mass.gov/doc/all-provider-bulletin-289-masshealth-coverage-and-reimbursement-policy-for-services-related-to/download

https://www.mass.gov/doc/all-provider-bulletin-291-masshealth-coverage-and-reimbursement-policy-for-services-related-0/download

https://www.mass.gov/files/documents/2020/03/27/pb-mce-22.pdf

https://www.mass.gov/files/documents/2020/03/17/pb-mce-21.pdf

https://www.mass.gov/info-details/coronavirus-disease-2019-covid-19-masshealth-provider-faq

https://www.mass.gov/doc/frequently-asked-questions-covid-19-and-behavioral-health-providers/download

https://www.mass.gov/doc/childrens-behavioral-health-initiative-cbhi-provider-frequently-asked-questions/download

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Thank you for joining us

- This presentation will be posted at www.beaconhealthoptions.com/coronavirus/

- Please take our short survey at the end of this presentation

- We will be hosting upcoming clinical COVID-19 webinars – future topics include Crisis Planning, Compassion Fatigue, Transitioning IOP/PHP to telehealth platform

CONTACT US:

Beacon's MA Provider Services Line 1-800-397-1630 (Monday-Friday, 8 a.m.- 8 p.m. ET)

MBHP's Provider Service Line at 1-800-495-0086 (Monday-Thursday, 8 a.m.- 5 p.m. and Friday, 8:30 a.m. – 5 p.m. ET)

Contact your Provider Relations contact

Kathy Chorba, CTRC Executive Director
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Rebecca Picasso, CTRC Program Director
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