

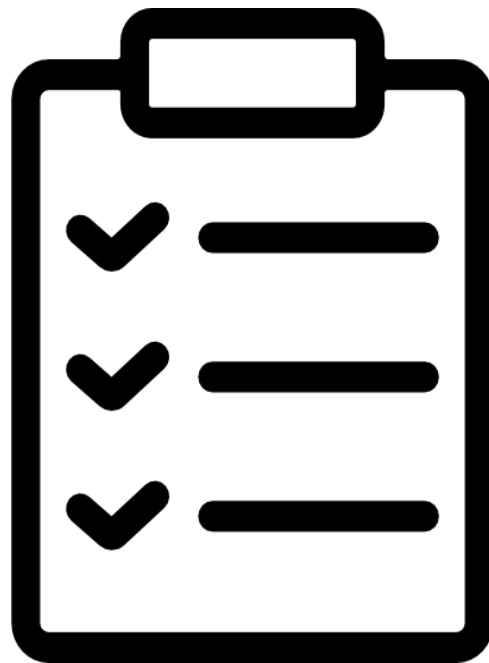


**The Shifting Policy and Practice
Landscape of Telehealth in Schools**

June 11, 2020 at 2:00 pm – 3:00 pm ET

Agenda

- Welcome and webinar logistics
- Telehealth policy and COVID-19
- Providing school based mental and sexual health services via telehealth
- Q & A
- Closing



Disclaimer

Development and presentation of this webinar was supported by cooperative agreement CDC-RFA-PS18-1807 with the Centers for Disease Control and Prevention. The opinions, findings, and conclusions do not necessarily represent the views or official position of the U.S. Department of Health and Human Services or the Centers for Disease Control and Prevention.



Objectives

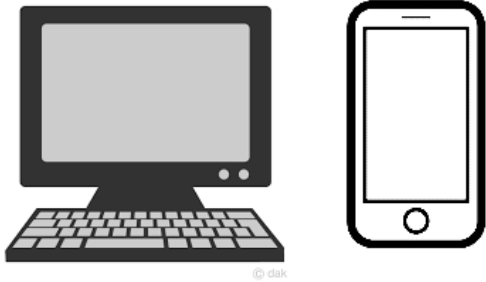
- By the end of this webinar, you will be able to:
 - Locate your state's current policies pertaining to telehealth for adolescents
 - Identify one special consideration to take into account when exploring the use of telehealth for students in your state
 - Identify a strategy at least one other state is using to provide student support through telehealth



Poll Everywhere Instructions

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Telehealth Policy & Practice Experts



Mei Kwong

Executive Director

*Center for Connected Health
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Medical Director

*School Based Health Center
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Jillian Shropshire

*School Based Mental Health
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TELEHEALTH POLICY IN COVID-19

June 11, 2020
CDC



Mei Wa Kwong, JD,
Executive Director, CCHP



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.

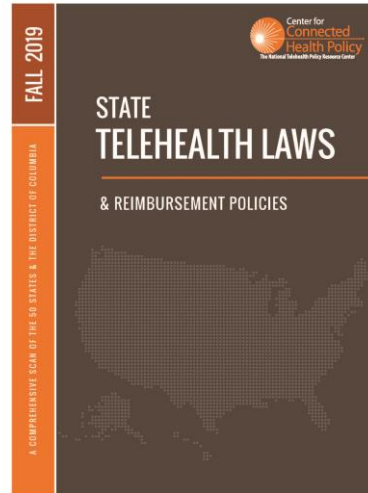
ABOUT CCHP

- 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



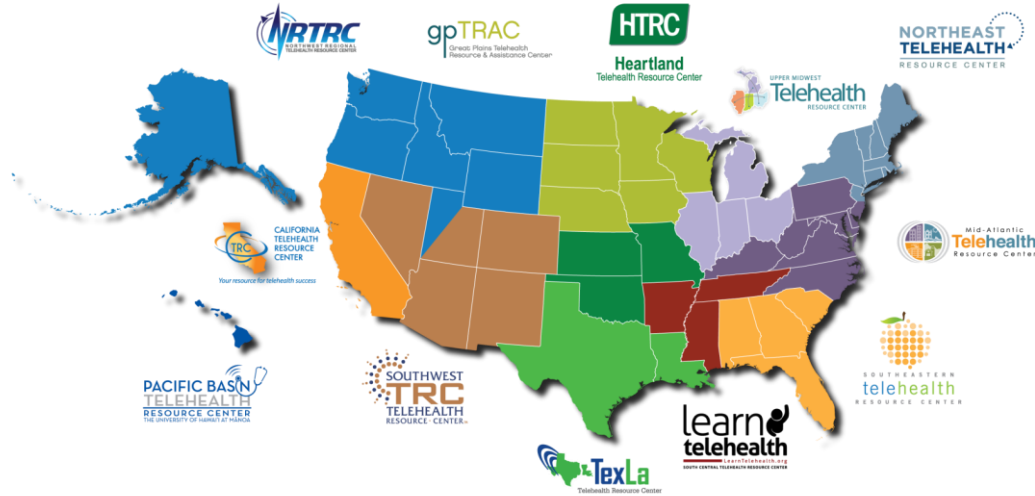
CCHP PROJECTS

- 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 links for 'ABOUT', 'TELEHEALTH POLICY', 'RESOURCES', and 'CONTACT'. A search bar is located on the right. Below the navigation, a text block states: 'CCHP helps you stay informed about telehealth-related laws, regulations and Medicaid programs. The map and search options show 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 callout bubble that says 'Interactive Policy Map'. To the left of the map is a search filter panel with dropdown menus for 'All 50 States & D.C.', 'All Categories', and 'All Topics', and an 'APPLY' button. Below the map, a legend indicates that orange shading means 'Policy Exists/Explicitly Allowed' and grey shading means 'No Policy Exists or Not Explicitly Allowed'. A note at the bottom states: '*Key applicable only to topics indicated with an asterisk in drop down menu.'

Information updated through February 2020

Search by Category & Topic

Medicaid Reimbursement

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

Private Payer Reimbursement

- Private Payer Laws
- Parity Requirements

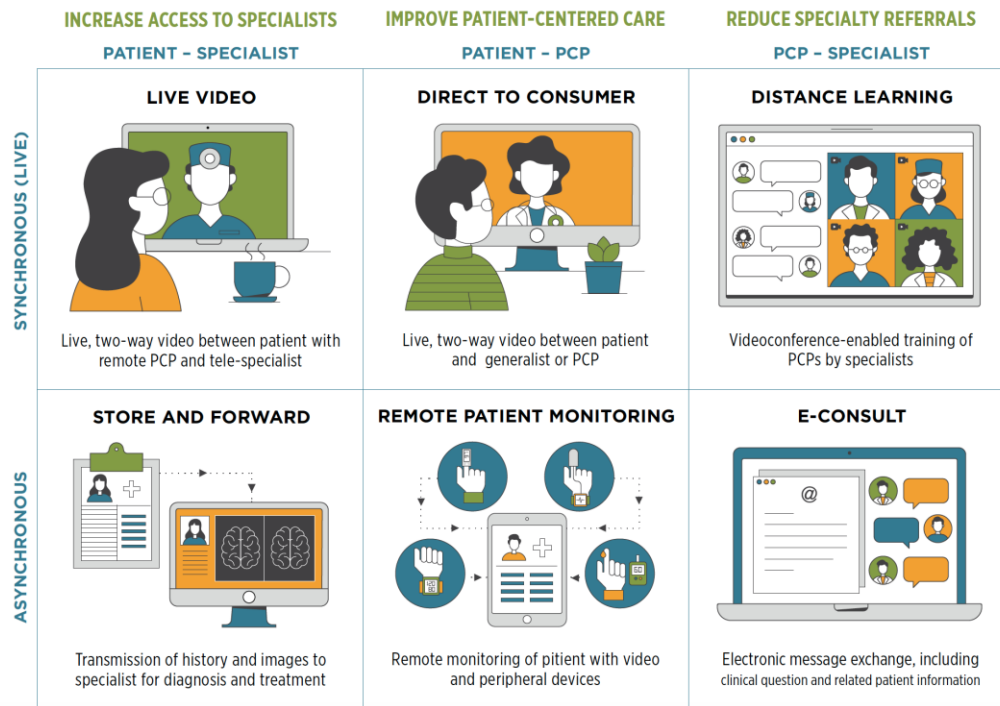
Professional Regulation/Health & Safety

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

TELEHEALTH & TERMINOLOGY

Provision of health services from a distance, provider & patient not in the same

- Originating Site – Where patient is located
- Distant Site – Where the telehealth provider is located
- Modality – The way the service is provided to the patient



AREAS IMPACTING THE USE OF TELEHEALTH

- Reimbursement
- Prescribing/provider-patient relationship establishment
- Licensure/Credentialing
- Privacy/Security
- Malpractice

THE STATES

MEDICAID REIMBURSEMENT BY SERVICE MODALITY (Fee-for-Service)



Live Video

50 states and DC



Store and Forward

Only in 16 states

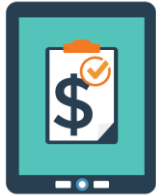


Remote Patient Monitoring

23 states

As of February 2020

REIMBURSEMENT REQUIREMENTS FOR PRIVATE PAYERS



42 states and DC

have telehealth private payer laws

Some go into effect at a later date.

**Parity is difficult
to determine:**

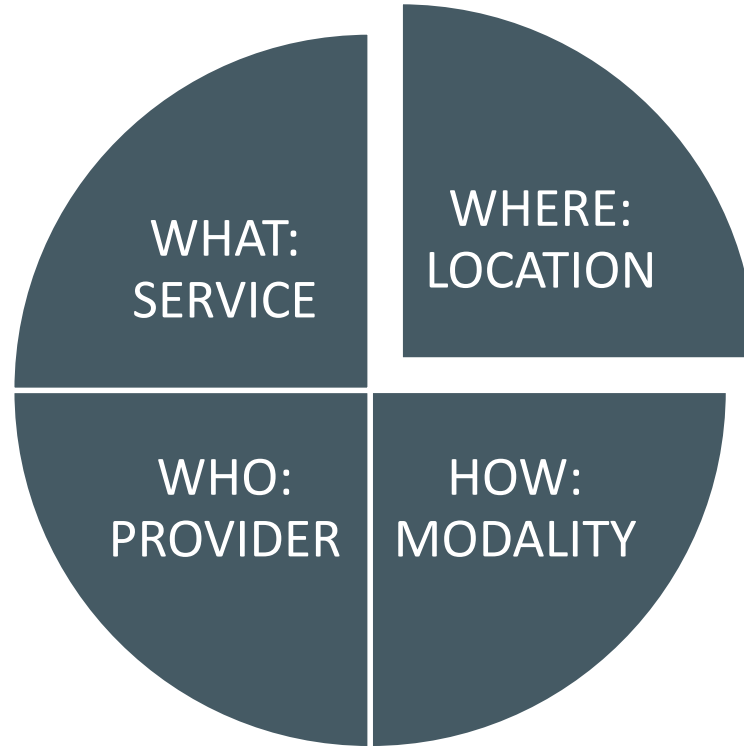
Parity in services covered vs.
parity in payment

Many states make their telehealth
private payer laws
*“subject to the terms and conditions
of the contract”*

As of February 2020

EXISTING TELEHEALTH POLICY

Much of the telehealth policy that exists revolves around reimbursement, what gets paid. The policy is further broken down into who, what, where and how.



QUESTIONS THAT NEED TO BE ASKED

- Who will be paying for the services?
- Is the child covered?
- Is the location where the child is receiving services an eligible site?
- Is the service the child is receiving covered when delivered via telehealth?
- Is the provider an eligible provider?
- Is the modality used allowed?

EXAMPLE #1 – District of Columbia

THE QUESTION	THE SITUATION	WHAT DOES TELEHEALTH POLICY SAY
Who will be paying for the services?	Medicaid	
Is the child covered by the payer?	Yes	
Is the location where the child is receiving services an eligible site?	During the telehealth interaction, the child will be in a school-based program.	Yes
Is the service the child is receiving covered when delivered via telehealth?	Stomach Ache - Yes	Yes
Is the provider an eligible provider?	Physician	Yes
Is the modality used allowed?	Live Video	Yes

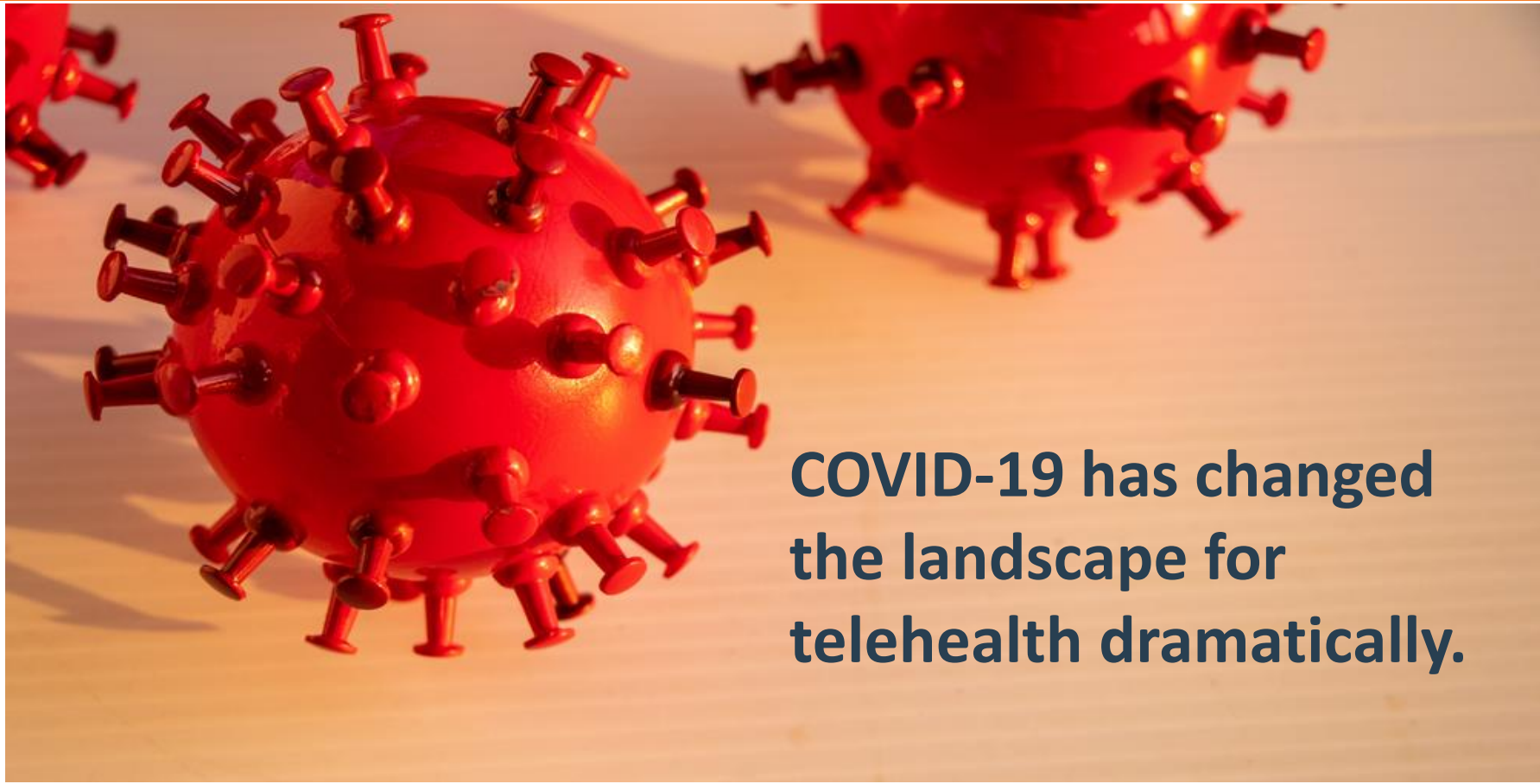
EXAMPLE #2 – New Jersey

THE QUESTION	THE SITUATION	WHAT DOES TELEHEALTH POLICY SAY
Who will be paying for the services?	Medicaid	
Is the child covered by the payer?	Yes	
Is the location where the child is receiving services an eligible site?	During the telehealth interaction, the child will be in a school-based program.	No
Is the service the child is receiving covered when delivered via telehealth?	Mental/Behavioral Health Services	Yes
Is the provider an eligible provider?	Physician	Yes
Is the modality used allowed?	Live Video	Yes

OTHER IMPACTS ON THE USE OF TELEHEALTH

- If a school-based program, what are the Education policies/rules?
 - There may be conflicting/different rules that apply to education programs that could impact the use of telehealth
- Community/Parent Education/Reaction
- Licensure
- Privacy

COVID-19



COVID-19 has changed the landscape for telehealth dramatically.

COVID-19 WORLD STATES

- Less common telehealth policy changes
 - Expanding use of other modalities besides phone
 - Expanding the list of eligible providers to include others such as allied health professionals
 - Waiving consent requirements, usual an adjustment made such as allowing it to be verbal consent

POST-COVID-19 WORLD

- Some policy changes will remain
 - Both on federal & state level
- But questions/issues will need to be resolved
 - Connectivity/Broadband
 - Digital Divide
 - Licensure
 - Where else can it be deployed?

CA CONSUMER TELEHEALTH WEBSITE



California Coronavirus (COVID-19) Response



Search

Select language ▾

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

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's Commercial 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 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!

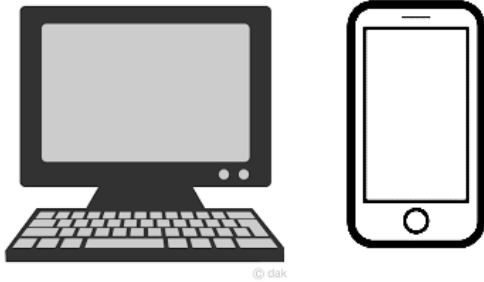
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Providing School-Based Mental and Sexual Health Services via Telehealth

Dr. Maria Aramburu de la Guardia, MD, MPH, FAAP
Jillian Shropshire, MSW LGSW



School Based Health during COVID times



Confidentiality and Consent



+



Confidentiality of Telehealth

- HIPAA-compliant platforms
- Client-friendly platforms
- Review confidentiality



Strategies for Engaging Adolescents in Using Telehealth

- Flexibility and diversity in platform choice
- Reminder texts
- Late afternoon appointments
- Normalize meeting virtually
- Expect adolescent clients to keep the video away from their face



Telehealth Billing Considerations

- Medicaid coverage
- Private insurance



Virtual Mental Health-Physical Health Collaboration

PRE-COVID



VS.

POST-COVID



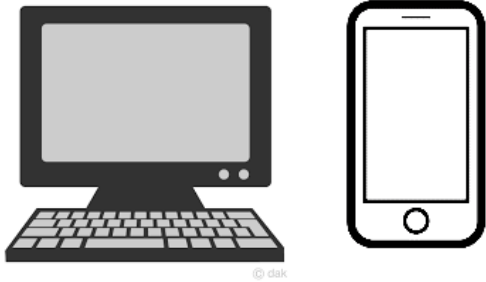
Questions / Discussion



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Closing

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 - Jillian Shropshire- JShropshire@maryscenter.org



Thank You

