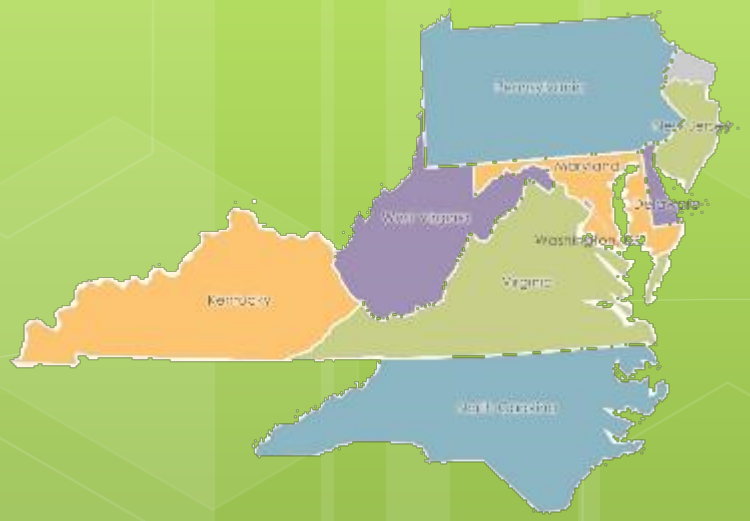
Mid-Atlantic Telehealth Resource Center



Serving Delaware, Kentucky, Maryland, New Jersey, North Carolina, Pennsylvania, Virginia, Washington DC and West Virginia

Medical Society of Virginia

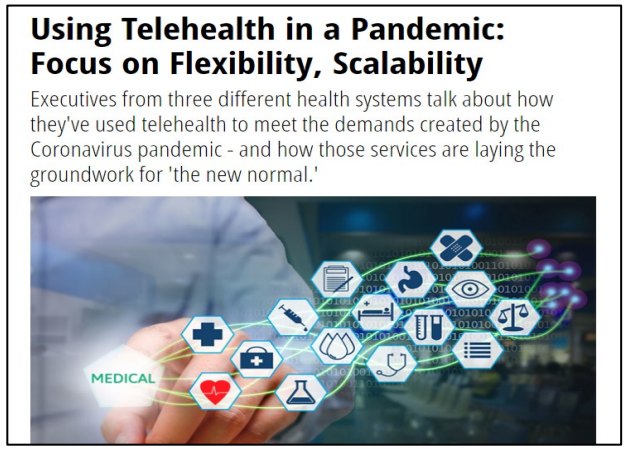
May 29, 2020

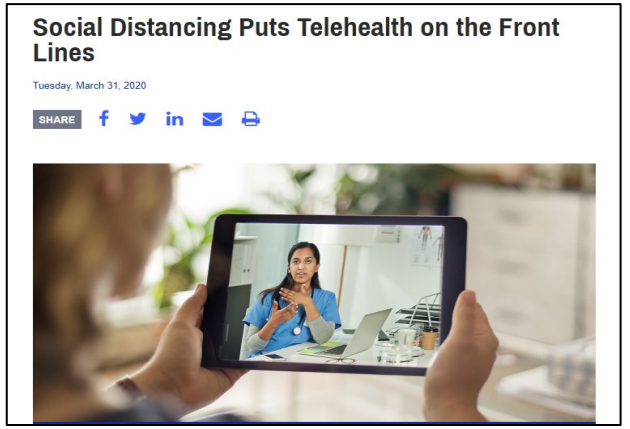
COVID-19 and the Mid-Atlantic Telehealth Resource Center (MATRC)

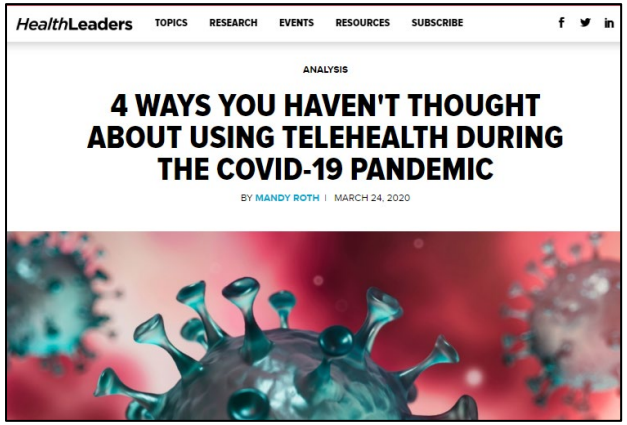
Who Would Have Thunk?

In the blink of any eye, telehealth and health care have become synonymous

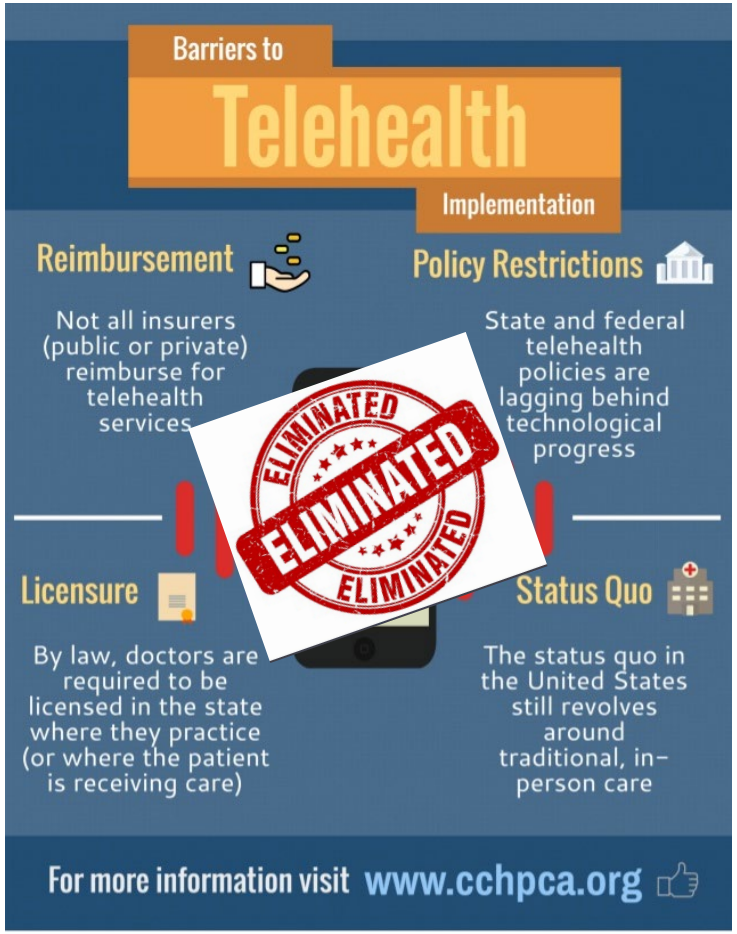
The Cyber Security Hub (n.d.) Posts (https://www.linkedin.com/company/the-cyber-security-hub/). Retrieved March 30, 2020 from https://www.linkedin.com/posts/the-cyber-security-hub_activity-6652608881753227264-R2Y7







What It Took…



- **Reimbursement**
  - Eliminate Geographic/Site Restrictions
  - Relax Modality and Platform Restrictions
  - Expand Eligible Services
  - Expand Eligible Provider Types including FQHCs and RHCs
  - Decrease Barriers Related to Requirements for New/Existing Patients, Prior In-Person Visits and Frequency Limitations
  - Flexibility with Out of Pocket Costs/Co-Pays
- **Policy**
  - Licensing and Credentialing
  - HIPAA
  - Prescribing of Controlled Substances
  - Stark Laws
  - Supervision Requirements
  - Scope of Practice

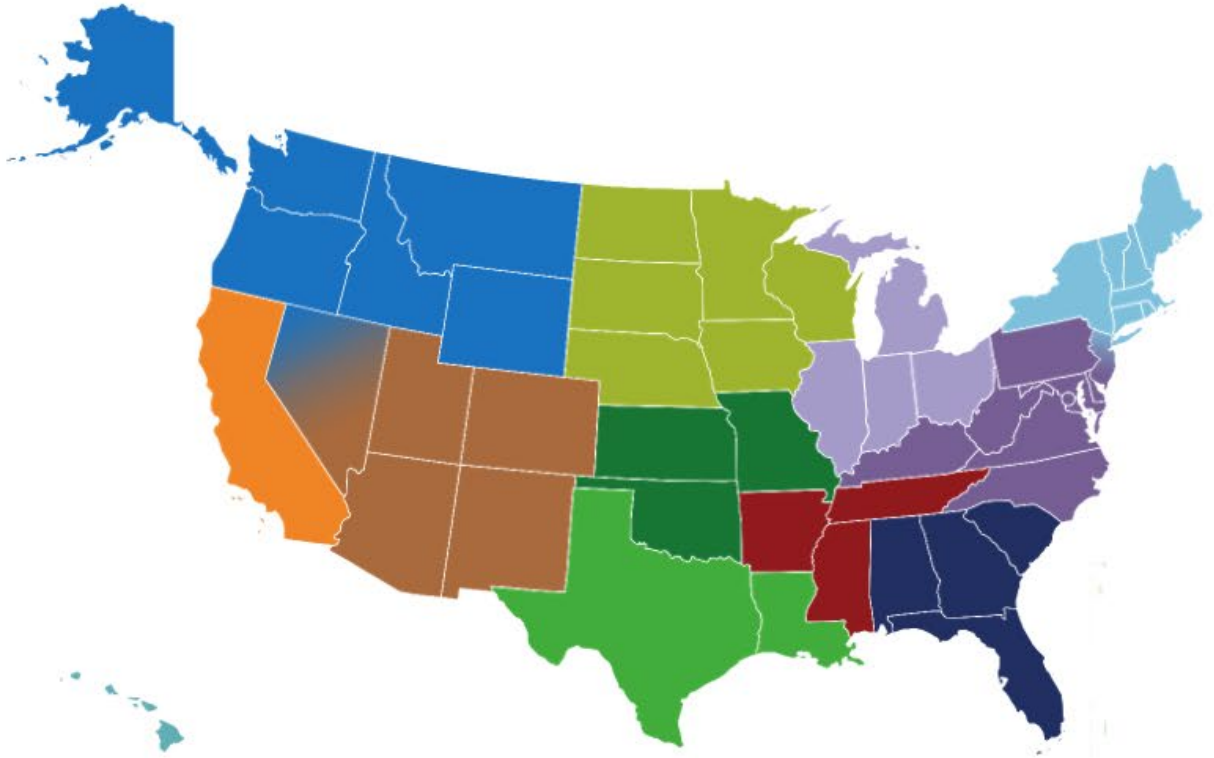
Who We Are

NATIONAL CONSORTIUM OF TELEHEALTH RESOURCE CENTERS

Funded by the U.S. Health Resources and Services Administration (HRSA), the National Consortium of Telehealth Resource Centers (NCTRC) consists of 14 Telehealth Resource Centers (TRCs). As a consortium, the TRCs have an unparalleled amount of resources available to help virtual programs across the nation, especially within rural communities. Each TRC is staffed with telehealth experts who are available to provide guidance and answer questions. As telehealth continues to gain more visibility and recognition in healthcare, the TRCs will remain positioned to provide assistance for all.

Regionals

- CTRC — California Telehealth Resource Center
- gpTRAC — Great Plains Telehealth Resource & Assistance Center
- HTRC — Heartland Telehealth Resource Center
- MATRC — Mid-Atlantic Telehealth Resource Center
- NETRC — Northeast Telehealth Resource Center
- NRTRC
- PBTRC — Pacific Basin Telehealth Resource Center
- SCTRC — University of Arkansas for Medical Sciences South Central Telehealth Resource Center
- SETRC — Southeastern telehealth Resource Center
- SWTRC — Southwest TRC Telehealth Resource Center
- TexLa — Telehealth Resource Center
- UMTRC — Upper Midwest Telehealth Resource Center



Nationals

- CCHP — Center for Connected Health Policy
- TTAC — TelehealthTechnology.org

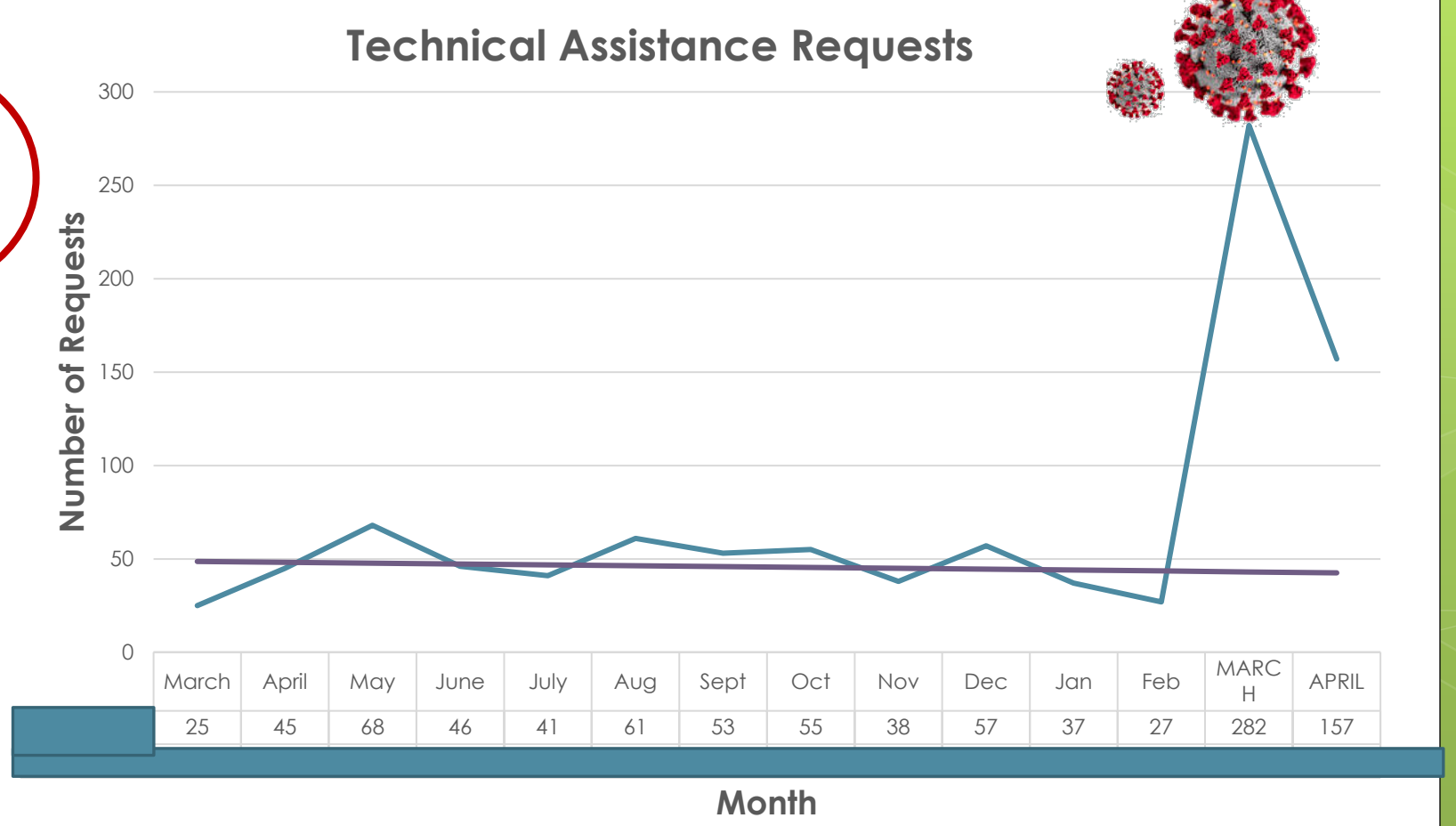
About MATRC

http://matrc.org/

COVID-19 and MATRC

ALL 14 TRCs – ONE YEAR (2019)

MATRC – ONE TRC, 2 MONTHS = 439 Total Inquiries



COVID-19 and MATRC

MATRC Telehealth Resources for COVID-19

MATRC > MATRC Telehealth Resources for COVID-19 Toolkit

MATRC Telehealth Resources for COVID-19 Toolkit

We have compiled our most frequently asked questions and requested resources into this COVID-19 Toolkit. We are continuing to update this Toolkit every day as new questions and resources come to our attention. We encourage you to bookmark this page and check back regularly! Please note that there are sections and subsections within sections that may be "invisible" until you click on the section header or subheader link!.

- WHAT IS THE DIFFERENCE BETWEEN TELEMEDICINE, TELEHEALTH & REMOTE MONITORING?
- GETTING STARTED WITH TELEHEALTH
- GETTING STARTED WITH TELEMENTAL/BEHAVIORAL HEALTH
- GETTING STARTED WITH REMOTE PATIENT MONITORING
- ABOUT HIPAA, TELEHEALTH TECHNOLOGY AND VENDORS
- BEST PRACTICES FOR CONDUCTING A TELEHEALTH VISIT
- HELPING A PATIENT/CLIENT UNDERSTAND TELEHEALTH
- RESOURCES FOR SPECIALTY PROVIDERS AND SETTINGS
- TELEHEALTH POLICY AND COVID-19
- TELEHEALTH REIMBURSEMENT AND COVID-19
- TELEHEALTH AND THE FEDERALLY QUALIFIED HEALTH CENTER (FQHC)
- WHAT HAPPENS WHEN THE PANDEMIC IS OVER?

BEST PRACTICES FOR CONDUCTING A TELEHEALTH VISIT

Now that you have possibly figured out what you want to do and the technology you would like to use to do it, this section is designed to help you with the administrative, operational and clinical best practice information you will need to actually successfully perform a telehealth visit.

Policies and Procedures
Thinking About Workflow
Thinking About Consent
Documenting a Telehealth Visit
Telehealth Etiquette
Clinical Assessment and the Physical Exam
What Should I Do If My Patient/Client Needs An
Other Useful Implementation Resources for Clin

Clinical Assessment and the Physical Exam

- **Are there any practice guidelines for providing clinical care using telehealth?**
  - The ***American Telemedicine Association (ATA)*** has developed Practice Guidelines for Live, On Demand Primary and Urgent Care.
  - Depending on the type of provider you are and the type of service you offer, there are other specific clinical guidelines and best practices for telehealth that have been developed. The ***ATA*** has some of these other practice guidelines in their Practice Guidelines Archive.
  - In response to the pandemic, ***Harvard Medical School*** is waiving tuition for their online course on The Telephone & Telemedicine in Clinical Medicine: An Instrument of Opportunity & Risk (includes 3 AMA PRA Category 1 Credits).
- **How do I perform a physical exam by telehealth?** Following are some great resources to help you with this!
  - This article "Why the Telemedicine Physical is Better than You Think" gives some great perspective as well as some very practical ideas about what can be done even without peripheral devices.
  - This series of Telehealth training videos was developed through C-TIER, the Center for Telehealth Innovation, Education and Research at Old Dominion University. They were produced during the COVID-19 pandemic in April 2020, in response to the growing demand for telemedicine services and providers trained in conducting exams by Telehealth:

Telehealth and Autism Care

WORKING WITH CLIENTS

- The ***Council of Autism Service Providers*** has developed a number of resources:
  - Practice Parameters for Telehealth-Implementation of Applied Behavior Analysis
  - Organizational Guidelines & Standards
  - Webinar on **Autism Telehealth in Crises and Beyond**
    - Webinar Video (free but registration required)
    - Webinar Slides
- ***Behaviorbabe*** has a great website on ABA and Telehealth. Following is video about ABA, Telehealth and COVID19 from their website (many more videos and other resources on the website as well):

- There is a Telehealth in ABA Facebook Group with some great ideas. It is a private group so you will need to request to join.
- The ***Behavioral Health Center of Excellence*** has developed the following webinars to assist providers:
  - Telehealth: Strategies for Effective Supervision
  - Telehealth: Clinical Applications to Real Cases
  - Telehealth in Times of Trouble: Considerations for Behavioral Health Providers (available only for members)
- ***K-Now Solutions*** has put together this webinar on Telehealth in ABA: The Building Blocks
- ***Psych Central*** has this reflection post on Tele-ABA Activities for Kids: 7 Telehealth Activities ABA Providers Can Use with Children with ASD
- ***Insight + Regroup*** is offering this online 1 CME credit training course on Telepsychiatry and Children with Autism Spectrum Disorder free of charge during the pandemic.

WORKING WITH FAMILIES/PARENTS

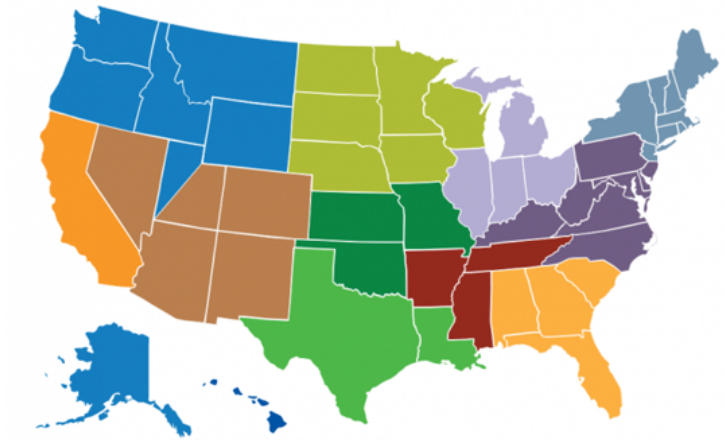
- Professionals in Italy developed this paper on a Model of Support for Families of Children with Autism Living in the COVID-19
- This is an excellent blog post on 10 Strategies for Engaging Parents (not Children?) during Tele-Intervention
- ***MSU Autism Lab*** hosted this webinar on **Parent Coaching through Telehealth**:

https://www.matrc.org/matrc-telehealth-resources-for-covid-19/

COVID-19 and MATRC

Telehealth Resource Centers Get COVID-19 Funding From CARES Act

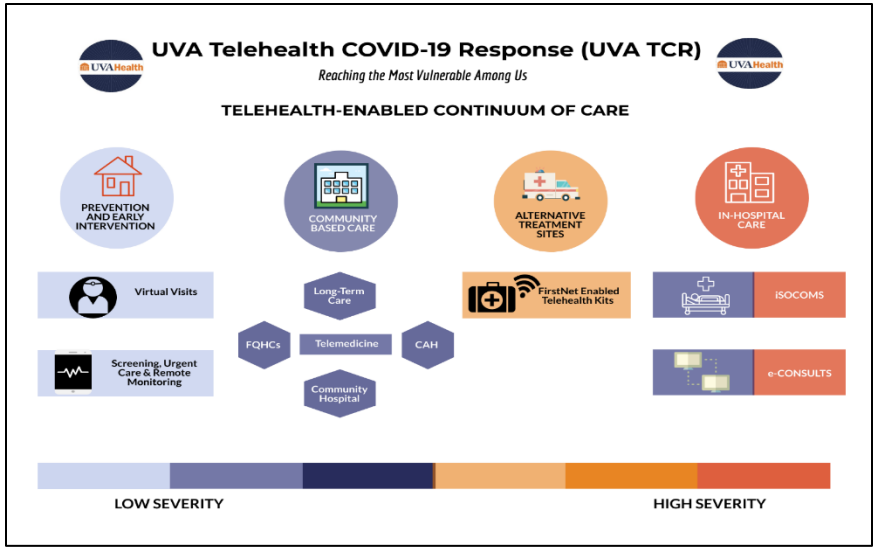
The consortium of 12 regional and 2 national telehealth resource centers is getting funding from last month's CARES Act to help healthcare providers and other organizations ramp up their telehealth and mHealth programs.



Source: NCTRC

By Eric Wicklund

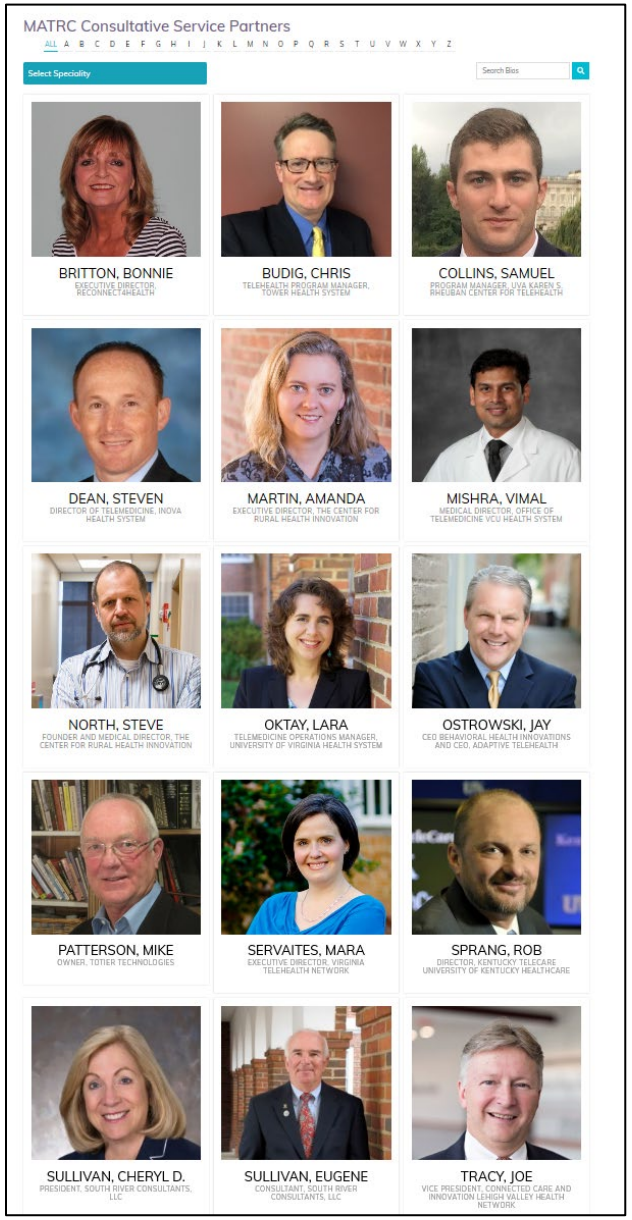
1. Toolkits and Training – Best Practices and Lessons Learned from UVA and the Region

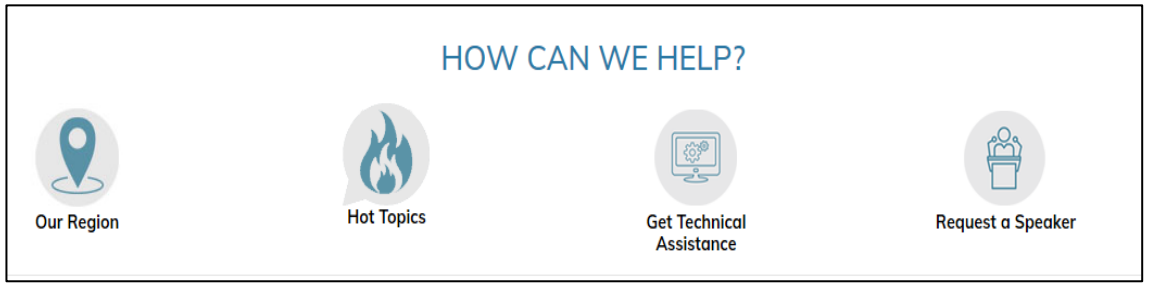


2. Website Enhancements – Chatbot and AI

3. Collaborative TRC Projects
   - FQHC and RHC Video Library and Case Studies
   - Telehealth Resource Connect Mapping Tool

Other MATRC Resources



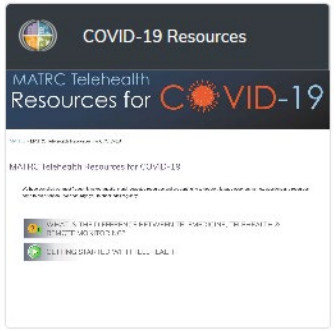


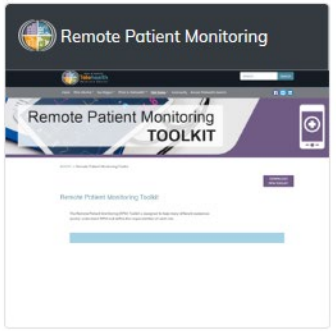
Virtual Office Hours

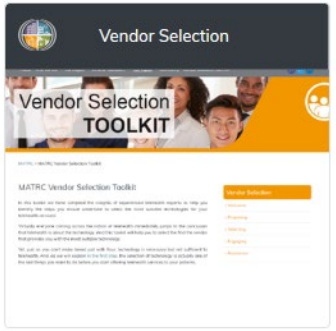
Other MATRC Resources

Hot Topics

Edit







Other MATRC Resources

Virginia

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Cheryl D. and Eugene Sullivan, MS (MATRC Consultative Service Partners)
President (Cheryl) and Consultant (Eugene)
South River Consultants, LLC

VIRGINIA TELEHEALTH POLICY

- The Virginia Hospital and Healthcare Association has put together this COVID-19 Telehealth Virginia Laws FAQs
- Infant and Toddler Connection of Virginia has put together:
  - COVID-19 Policies and Procedures
  - Early Intervention during the COVID-19 Public Health Emergency - FAQs

Code of Virginia

- Virginia Private Payer Coverage - 2015
- Virginia Telehealth and Prescribing of Controlled Substances - 2017
- Virginia Private Payer Coverage of Remote Patient Monitoring - 2019
- Virginia Prescribing and Establishment of Bona Fide Practitioner-Patient Relationship - 2020
- Virginia Teledentistry (recently passed legislative language) - March 10, 2020

Virginia Medicaid and Medicaid Managed Care

- Virginia Medicaid Memo on Telemedicine Coverage - May 2014
- Virginia Medicaid Magellan Telemedicine Email Guidance - 2014
- Virginia Medicaid Memo on Diabetic Retinopathy Screening via Telemedicine - November 2016
- Virginia Medicaid Bulletin on FQHC Coverage of Telemedicine - March 2019
- Virginia Anthem HealthKeepers Plus Member Handbook - Commonwealth Coordinated Care Plus - August 2018
- Virginia Medicaid Changes in Response to COVID-19 - Guidance Document
- Virginia Medicaid Crisis Teledentistry Implementation in Response to COVID-19 - Guidance Document
- VirginiaPremier Coronavirus (COVID-19) Telehealth

Virginia Private Payers

- VAHP - Insurance Carrier's Telehealth Provisions in Response to COVID-19

Virginia Board of Health Professions

- Scope of Practice Policies
- Virginia Board of Medicine Guidance Document on Telemedicine - October 2018
- Virginia Board of Medicine - Board of Nursing Guidance Document on Telemedicine for Nurse Practitioners - July 2017
- Virginia Board of Counseling (Board Packet from Adhoc Tele-Counseling and Supervision Committee Meeting which includes Guidance Documents from the Virginia Board of Counseling, Virginia Board of Social Work, and Virginia Board of Psychology)
- Virginia Board of Audiology and Speech-Language Pathology - Guidance for Telepractice
- Virginia Board of Physical Therapy - Guidance on Telehealth
- Virginia Occupational Therapy Advisory Board - Guidance Document
- Changes to State Licensing of Health Care Professionals in Response to COVID-19

Virginia Telehealth Associations/Organizations/Initiatives

- Appalachian Telemental Health Network
- Commonwealth Connect Virginia Public Wifi Hotspot Locations
- Telehealth Pilot to Expand Access in Rural or Underserved Areas
- Virginia Mental Health Access Program: Collaborative Care for Children and Adolescents
- Virginia Project ECHO
- Virginia Telehealth Network

Virginia Veterans

- VA Video Connect

What Next?

Now that the genie is out of the bottle….

Don't expect "business as usual" when the pandemic is over!

- How will we prepare for a tsunami of patients who have delayed care?
- How will be address all of the patients who want to continue to delay care?
- How will we fix "sloppy" telehealth?
- Now that providers and patients have gotten a taste of telehealth, will we be able to go back to our pre-existing policies? Should we?

Contact

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