

Telehealth & the COVID-19 Public Health Emergency

Medicaid Response and Progress

Indiana Family and Social Services Administration
Office of Medicaid Policy and Planning

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Coverage & Benefits





Telehealth before COVID-19 PHE

- **IHCP “Telemedicine” vs. “Telehealth”**
 - *Telemedicine services are defined as the use of videoconferencing equipment to allow a medical provider to render an exam or other service to a patient at a distant location.*
 - *Telehealth services are defined as the scheduled remote monitoring of clinical data through technologic equipment in the member’s home. Data is transmitted from the member’s home to the home health agency to be read and interpreted by a registered nurse (RN).*
- **Provider Type and Service exclusions**
 - Restricted to procedure codes on our [Telemedicine Services code set](#)
 - 405 IAC 5-38-4 Limitations
- **No audio or telephone-only telemedicine**
 - 405 IAC 5-38-3



Telehealth During COVID-19 PHE

- Expanded Provider Types and Services
 - Not limited to the services on Telemedicine Services Code Set
 - Temporary Revisions to 405 IAC 5-38-4 Limitations
- Allowed for telephone/audio-only telemedicine for some already covered services
- PE applications via telephone
- Expanded telemedicine services for First Steps program



Telehealth Claims Increased

2019		2020	
Total Amount of Telehealth Claims	76,280	Total Amount of Telehealth Claims	349,619
Average \$ Amount	\$76.92	Average \$ Amount	\$58.94

* Claims received 2019 calendar year

* Claims received 2020 January-2020 mid-June

Most Billed Telehealth Services

2019			
	Code	Procedure	# of claims
1	92507	Treatment of speech, language, voice	29,949
2	99214	Established patient office/outpatient services, 25 min	9,352
3	90837	Psychotherapy, 60 minutes	9,028
4	99213	Office or other outpatient visit	8,612
5	92523	Evaluation of speech/sound production	2,468

* Claims received 2019 calendar year

2020			
	Code	Procedure	# of claims
1	99213	Office or other outpatient visit	88,432
2	90834	Psychotherapy with patient, 45 min	50,275
3	99214	Established patient office/outpatient visit, 25 min	45,979
4	90832	Psychotherapy, 30 min	40,799
5	90837	Psychotherapy, 60 min	32,078

* Claims received 2020 January-2020 mid-June

Most Billed Telehealth Providers

2019		
	<i>Provider</i>	<i># of claims</i>
1	Mental Health Provider	34,644
2	Case Manager (Targeted)	32,916
3	Clinic	4,600
4	Physician	3,023
5	Public Health Agency	490

* Claims received 2019 calendar year

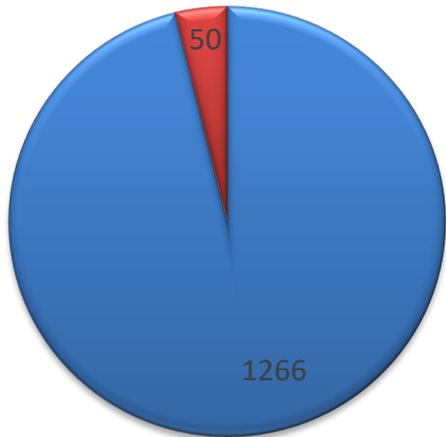
2020		
	<i>Provider</i>	<i># of claims</i>
1	Mental Health Provider	160,103
2	Physician	86,948
3	Clinic	81,521
4	Case Manager (Targeted)	12,238
5	Therapist	3,701

* Claims received 2020 January-2020 mid-June



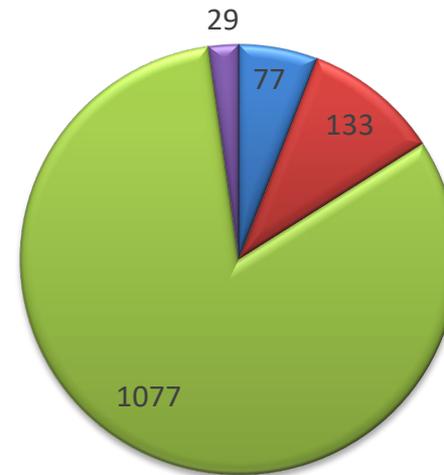
Telehealth Provider Survey

Do you currently conduct any visits via telehealth?



■ Yes ■ No

Do you use voice or video technology?

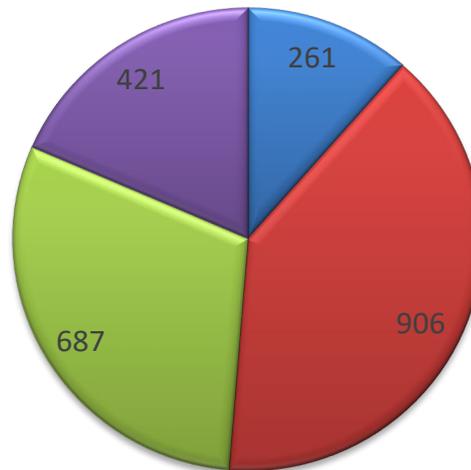


■ Voice Only ■ Video Only ■ Both ■ Neither

Survey Results, cont.



What barriers to conducting video based telehealth visits do you face? (select all that apply)

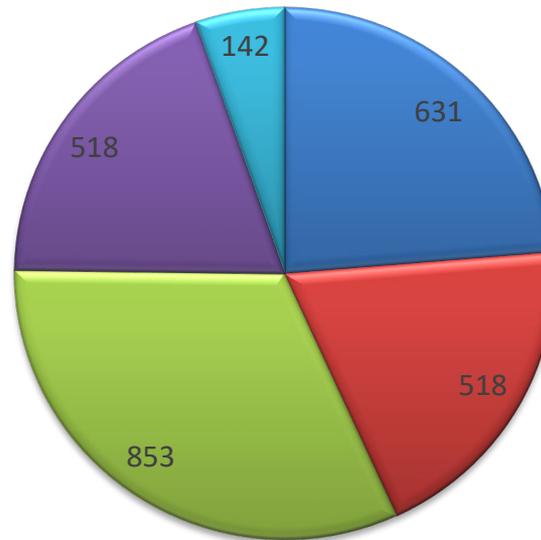


- Staff does not have appropriate technology (smartphones, tablets, etc.)
- Patients do not have have appropriate technology (smartphones, tablets, etc.)
- Patients do not have adequate internet services
- Other



Survey Results, cont.

Of the below options, which would you find most useful to you when trying to conduct video telehealth visits? (Select all that apply)

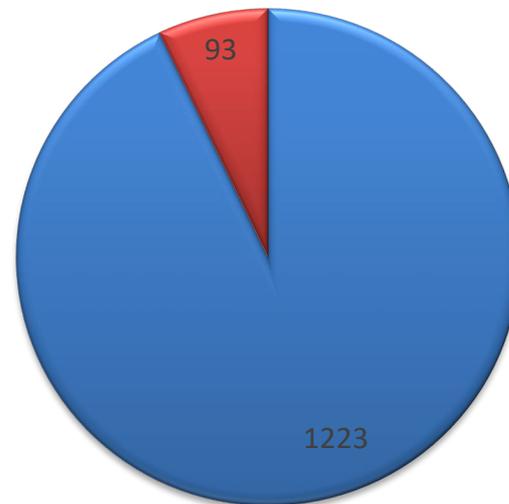


■ A Zoom license ■ Tablets for staff ■ Tablets for Patients ■ Technical Assistance ■ Other

Survey Conclusion



If provided the equipment and technical assistance, would you be interested in conducting video telehealth visits after the Public Health Emergency ends?

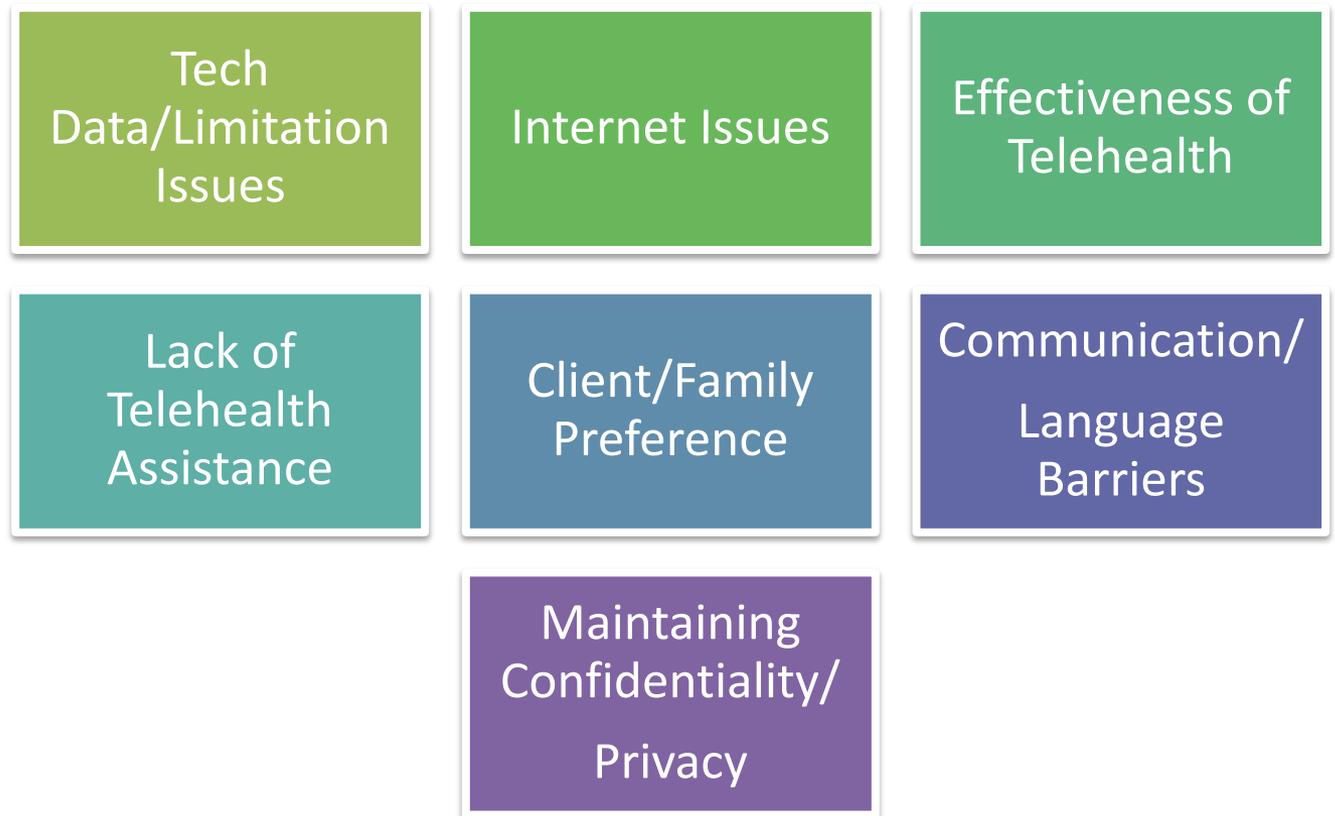


■ Yes ■ No

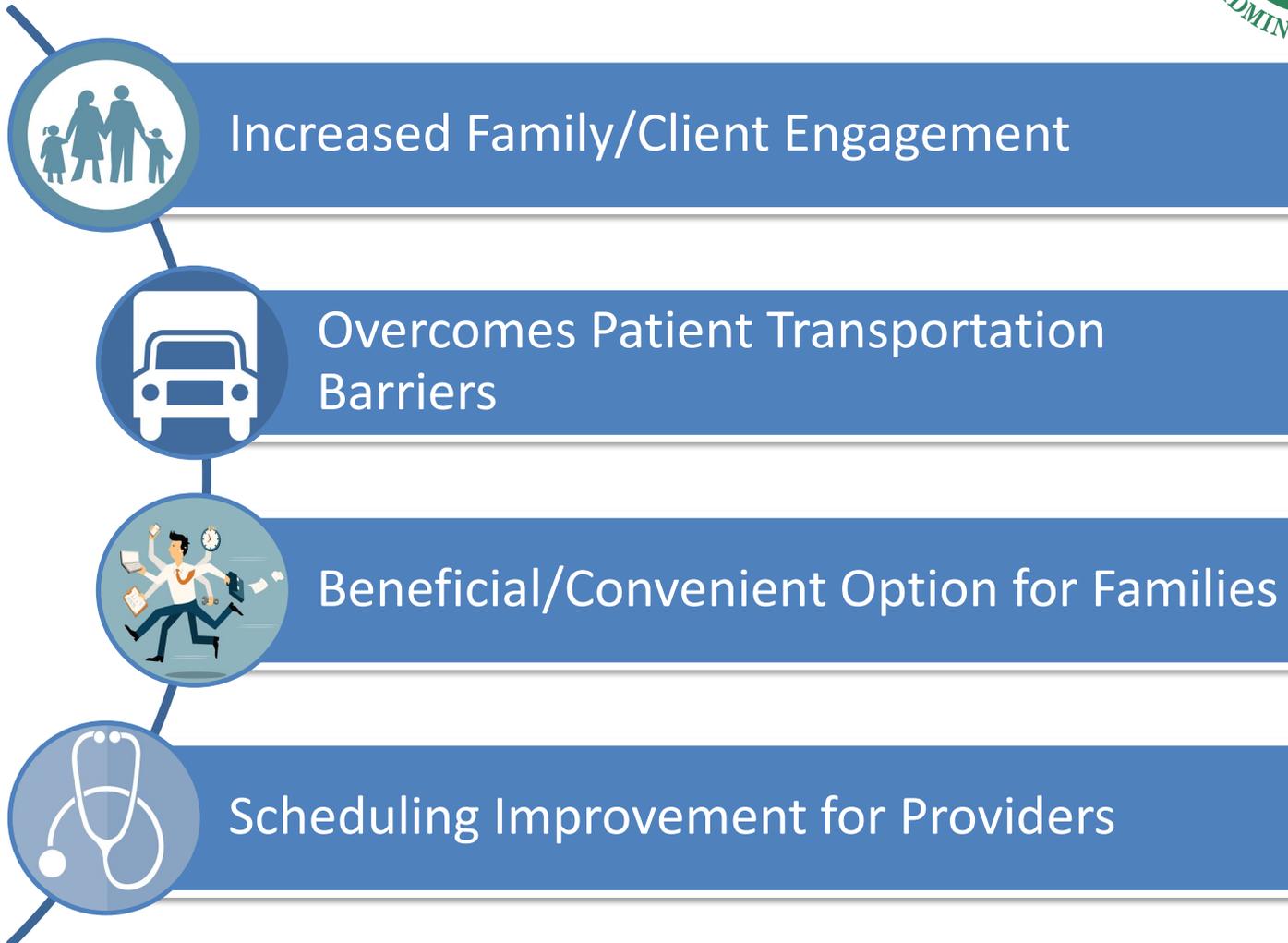


Open Response, Barriers to Telehealth

Social
Determinants
of Health/
Equity Issues



Open Response, Positives of Telehealth





OMPP Telehealth Workgroup

- OMPP Telehealth Workgroup Formed
 - Considered the beginning phase in expanding our telehealth policies
 - First meeting held mid-July
 - Strategizing how best to receive input on coverage needed from other FSSA groups
 - Creating tentative timeline for telehealth coverage updates

OMPP Telehealth Workgroup Discussion



What services can be provided through telehealth?



Which providers can utilize telehealth?



What coverage can be offered via telephone/audio-only?

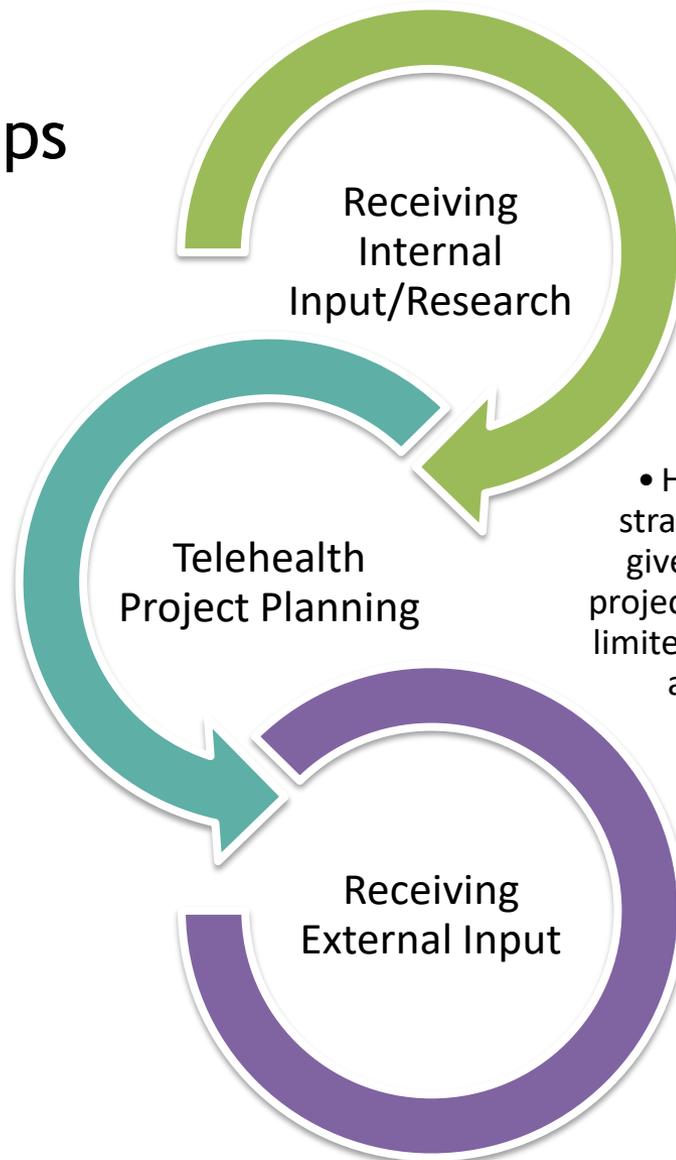


How do we update our “Telemedicine” and “Telehealth” terminology?





Next Steps



- How do we expand our telehealth policies to best serve FSSA divisions, programs, providers and members?

- How do we strategically plan given long-term project timeline, and limited IC telehealth authority?

- How do we include providers/stakeholders in the telehealth expansion conversation?

Questions?

Thanks!

