Telehealth & the COVID-19 Public Health Emergency

Medicaid Response and Progress
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

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Amount of Telehealth Claims</td>
<td>76,280</td>
<td>349,619</td>
</tr>
<tr>
<td>Average $ Amount</td>
<td>$76.92</td>
<td>$58.94</td>
</tr>
</tbody>
</table>

* Claims received 2019 calendar year

* Claims received 2020 January-2020 mid-June
## Most Billed Telehealth Services

<table>
<thead>
<tr>
<th>Code</th>
<th>Procedure</th>
<th># of claims</th>
</tr>
</thead>
<tbody>
<tr>
<td>92507</td>
<td>Treatment of speech, language, voice</td>
<td>29,949</td>
</tr>
<tr>
<td>99214</td>
<td>Established patient office/outpatient services, 25 min</td>
<td>9,352</td>
</tr>
<tr>
<td>90837</td>
<td>Psychotherapy, 60 minutes</td>
<td>9,028</td>
</tr>
<tr>
<td>99213</td>
<td>Office or other outpatient visit</td>
<td>8,612</td>
</tr>
<tr>
<td>92523</td>
<td>Evaluation of speech/sound production</td>
<td>2,468</td>
</tr>
</tbody>
</table>

* Claims received 2019 calendar year

<table>
<thead>
<tr>
<th>Code</th>
<th>Procedure</th>
<th># of claims</th>
</tr>
</thead>
<tbody>
<tr>
<td>99213</td>
<td>Office or other outpatient visit</td>
<td>88,432</td>
</tr>
<tr>
<td>90834</td>
<td>Psychotherapy with patient, 45 min</td>
<td>50,275</td>
</tr>
<tr>
<td>99214</td>
<td>Established patient office/outpatient visit, 25 min</td>
<td>45,979</td>
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<tr>
<td>90832</td>
<td>Psychotherapy, 30 min</td>
<td>40,799</td>
</tr>
<tr>
<td>90837</td>
<td>Psychotherapy, 60 min</td>
<td>32,078</td>
</tr>
</tbody>
</table>

* Claims received 2020 January-2020 mid-June
# Most Billed Telehealth Providers

<table>
<thead>
<tr>
<th>Provider</th>
<th># of claims</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mental Health Provider</td>
<td>34,644</td>
</tr>
<tr>
<td>Case Manager (Targeted)</td>
<td>32,916</td>
</tr>
<tr>
<td>Clinic</td>
<td>4,600</td>
</tr>
<tr>
<td>Physician</td>
<td>3,023</td>
</tr>
<tr>
<td>Public Health Agency</td>
<td>490</td>
</tr>
</tbody>
</table>

* Claims received 2019 calendar year

<table>
<thead>
<tr>
<th>Provider</th>
<th># of claims</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mental Health Provider</td>
<td>160,103</td>
</tr>
<tr>
<td>Physician</td>
<td>86,948</td>
</tr>
<tr>
<td>Clinic</td>
<td>81,521</td>
</tr>
<tr>
<td>Case Manager (Targeted)</td>
<td>12,238</td>
</tr>
<tr>
<td>Therapist</td>
<td>3,701</td>
</tr>
</tbody>
</table>

* Claims received 2020 January-2020 mid-June
Telehealth Provider Survey

Do you currently conduct any visits via telehealth?

- Yes: 1266
- No: 50

Do you use voice or video technology?

- Voice Only: 1077
- Video Only: 77
- Both: 133
- Neither: 29
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 appropriate technology (smartphones, tablets, etc.)
- Patients do not have adequate internet services
- Other
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 Results, cont.
If provided the equipment and technical assistance, would you be interested in conducting video telehealth visits after the Public Health Emergency ends?

- Yes: 1223
- No: 93
Open Response, Barriers to Telehealth

Social Determinants of Health/Equity Issues

- Tech Data/Limitation Issues
- Internet Issues
- Effectiveness of Telehealth
- Lack of Telehealth Assistance
- Client/Family Preference
- Communication/Language Barriers
- Maintaining Confidentiality/Privacy
Open Response, Positives of Telehealth

- Increased Family/Client Engagement
- Overcomes Patient Transportation Barriers
- Beneficial/Convenient Option for Families
- Scheduling Improvement for Providers
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!