

Telehealth Program Guidelines

Implementing a Telehealth Program

<p style="text-align: center;">Develop a Business Plan</p>	<p>Develop a business plan for how you will implement, utilize and market your telehealth services. The plan should include:</p> <ul style="list-style-type: none"> • Purpose, value, and outcome for the telehealth program • Executive Leadership and Clinician Champions • Services to be performed via telehealth • Financial plan with anticipated operating costs / sources of reimbursement / revenue • Needs Assessment to examine existing workflow and flow of communication • Procedural and Operational Policies • Licensure / Privileging / Credentialing • Malpractice Insurance • Training on equipment and procedures (fixed clinic, direct to consumer, remote patient monitoring, etc.) • Marketing strategy / interaction with your patients • Timeline for Implementation
<p style="text-align: center;">Billing / Coding / and Reimbursement</p>	<p>Medicare Medicare Factsheet - https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/TelehealthSrvcsfctsh.pdf</p> <p>Center for Connected Health Policy 2019 Physician Fee Schedule Changes for Telehealth – https://www.cchpca.org/sites/default/files/2018-11/FINAL%20PFS%20CY%202019%20COMBINED.pdf</p> <p>CY 2019 CMS Telehealth Changes FQHC/RHC - https://www.cchpca.org/sites/default/files/2018-11/FQHC%20Medi-Cal%20Infographic%20FINAL%20V.%202.pdf</p> <p>Medicaid Medicaid Telehealth Services Coverage & Reimbursement – 907 KAR 3:170E https://apps.legislature.ky.gov/law/kar/907/003/170E.pdf</p> <p>Commercial Health Plans Each plan should be contacted individually for their billing and coding requirements</p>
<p style="text-align: center;">Technology Requirements</p>	<ul style="list-style-type: none"> • Review available bandwidth / adequacy / # connections needed • Investigate all vendors online & demo • Business Associate Agreement – every vendor handling or transmitting PHI should sign a BAA • Technology cannot be HIPAA compliant; YOU must be use it in a compliant manner • Service Agreements and long-term commitments • Reoccurring fees and future upgrade costs • Technology requirements must meet the standards of an in-person clinic. Live interactive, store and forward, and remote patient monitoring requirements are dependent upon how the clinic is designed • Secure communications connection that complies with the federal Health Insurance Portability and Accountability Act of 1996, 42 U.S.C. secs. 1320d to 1320d-9
<p style="text-align: center;">Health Analytics</p>	<ul style="list-style-type: none"> • Track outcomes to identify gaps in care and opportunities to expand the service • Develop best practices • Integrate telehealth with electronic medical records • Business strategy must service multiple markets (direct-to-consumer, remote patient monitoring, etc.) • Measure program success • Develop metrics for meeting goals (remote visit/care, readmission reduction, reducing unnecessary visits, etc.)

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Recommended Staff and Training	<p>Recommended Staff</p> <ul style="list-style-type: none"> • Program Director, Program Coordinator, Patient Presenter, Referring Clinician, IT Staff (Dependent upon the Size of the program) <p>Training</p> <ul style="list-style-type: none"> • National School of Applied Telehealth - https://www.nationalschoolofappliedtelehealth.org/oltpublish/site/cms.do • American Telemedicine Association - https://www.americantelemed.org/ata-news/ata-accredits-new-teleheath-training-program/ • STAR Telehealth & the National School of Applied Telehealth – http://www.startelehealth.org/ • Check with professional licensure boards and national associations
Federal Funding Opportunities	<p>USAC Rural Health Care (RHC) Program http://www.usac.org/rhc/default.aspx</p> <p>HRSA Federal Office of Rural Health Policy https://www.hrsa.gov/rural-health/telehealth/index.html</p> <p>USDA Rural Development Distance Learning & Telemedicine Grants https://www.rd.usda.gov/programs-services/distance-learning-telemedicine-grants</p> <p>National Institutes of Health http://grants.nih.gov/funding/index.htm</p> <p>AMHSA Technology Assisted Care in Targeted Areas of Need Grants http://www.samhsa.gov/grants/grant-announcements/ti-16-001</p> <p>Office of Management and Budget Grants Program www.Grants.gov</p>
Telehealth Practice Standards & Guidelines	<p>ATA Practice Guidelines and Resources – http://hub.americantelemed.org/resources/telemedicine-practice-guidelines</p> <ul style="list-style-type: none"> • Best Practices in Videoconferencing-Based Telemental Health • Let There Be Light: A Quick Guide to Telemedicine Lighting • Quick Guide to Store-Forward and Live-Interactive Teledermatology for Referring Providers • Operating Procedures for Pediatric Telehealth • Principles for Delivering Telerehabilitation Services • Practice Guidelines for Telestroke • Practice Guidelines for Telemental Health with Children and Adolescents • Practice Guidelines for Teleburn Care • Practice Guidelines for Dermatology • A Concise Guide for Telemedicine Practitioners Human Factors: Quick Guide Eye Contact • Practice Guidelines for Live, On Demand, Primary and Urgent Care • Clinical Guidelines for Telepathology • Guidelines for Tele ICU Operations • Core Operational Guidelines for Telehealth Services Involving Provider-Patient Interactions • A Lexicon of Assessment and Outcome Measures for Telemental Health • Practice Guidelines for Video-Based Online Mental Health Services • Videoconferencing-based Telepresenting Expert Consensus Recommendations • Telehealth Practice Recommendations for Diabetic Retinopathy • Practice Guidelines for Videoconferencing-Based Telemental Health • Evidence-Based Practice for Telemental Health • Check with Professional Licensure Boards and National Associations