



Telehealth Roundtable

Combating the COVID-19 Pandemic



**COMMUNITY CARE
NETWORK OF KANSAS**



Staff Introductions

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Agenda

1. Introductions (5 Min)
2. KMAP Bulletins & Upcoming Webinars (10 Min)
3. COVID-19 Testing (10 Min)
4. Sustaining Telehealth: Developing a Telehealth Checklist (20 min)
5. Open Discussion/Questions (10 min)
6. Planning Next Roundtable Discussion (5 min)

A few housekeeping notes:

- Please mute your lines unless contributing to discussion or asking a question
- We will be recording this session



KMAP Bulletins & Other Updates

<https://www.kmap-state-ks.us/Public/bulletins/bulletinsearch.asp>

- [Extension of COVID-19 Emergency Policies Through June 30, 2020](#)
 - All COVID-19 services set to expire May 1, 2020 related to Executive Order 20-08, will be extended through June 30, 2020.

- [UPDATED - Telemedicine Updates in Response to COVID-19 Emergency](#)
 - Now allowing Autism codes 97155 and 97156 via telephone. Evaluation and Management codes 99204 and 99214 now allowed for telemedicine/telephone

- [UPDATED - Smoking and Tobacco Cessation Counseling](#)
 - Updated to exclude Dentists

- [New and Expanded Flexibilities for Rural Health Clinics \(RHCs\) and Federally Qualified Health Centers \(FQHCs\) During the COVID-19 Public Health Emergency \(PHE\)](#) – Medicare



Upcoming Webinars

- 1. Adolescent Health Initiative: Providing Adolescent-Centered Virtual Care**
 - Friday, May 15th @ 10:30am to 11:30am
 - Registration: [Providing Adolescent-Centered Virtual Care](#)
- 2. HTRC Telehealth Webinar Series: Teledentistry Overview and Update**
 - Tuesday, June 2nd @ 12:00pm to 1:00pm
 - Registration: [Heartland Resource Telehealth Center 2020 Webinar Series](#)
- 3. Today with Macrae: Health Center Program Updates**
 - Tuesday, May 19th @ 1:00pm to 2:00pm
 - Registration: [Today with Macrae: Health Center Program Updates](#)

Participate in NACHC's Elevate initiative to gain access to an online portal containing evidence-based information, tools and resources, and peer exchange to support COVID-19 efforts. If your Health Center is interested in joining NACHC's Elevate initiative, visit <http://www.nachc.org/clinical-matters/quality-center/initiatives/>



Upcoming Webinars: NCQA PCMH Region 7 Training

Introduction to PCMH Program: Foundational Concepts of the Medical Home – Virtual Agenda

Live Webinar Session	Scheduled Date	Recordings Covered	Activities Reviewed	Live Activities
1 (45 minutes)	Monday (8/3) 10am-10:45am CT	<ul style="list-style-type: none"> Background and Key PCMH Program Components Commit, Transform and Succeed Processes 		Scoring: Fact or Fiction
2 (90 minutes)	Tuesday (8/4) 10am-11:30am CT	<ul style="list-style-type: none"> Team-Based Care and Practice Organization (TC) Knowing and Managing Your Patients (KM) 	TC Activity KM Activity	
3 (90 minutes)	Tuesday (8/4) 2pm-3:30pm CT	<ul style="list-style-type: none"> Patient-Centered Access and Continuity (AC) Care Management and Support (CM) 	AC Activity CM Activity	
4 (120 minutes)	Wednesday (8/5) 10am-11:30am CT	<ul style="list-style-type: none"> Care Coordination and Care Transitions (CC) Performance Measurement and Quality Improvement (QI) 	CC Activity QI Activity	Q-PASS Demonstration

Advanced PCMH Program: Mastering the Medical Home Transformation – Virtual Agenda

Live Webinar Session	Scheduled Date	Recordings Covered	Activities Reviewed	Live Activities
1 (90 minutes)	Thursday (8/6) 10am-11:30am CT	<ul style="list-style-type: none"> Advanced and Special Topics Elective Credit Introduction 	Elective Credits – AC, KM and CC Concepts	
2 (60 minutes)	Thursday (8/6) 2pm-3pm CT	<ul style="list-style-type: none"> Elective Credit Wrap-Up Team-Based Care and Practice Organization (TC) and Care Management and Support (CM) Activity Intro 	TC Activity CM Activity	Polling TC Activity Responses
3 (90 minutes)	Friday (8/7) 10am-11:30am CT	<ul style="list-style-type: none"> Building a QI Program What is Evidence (and how to provide it) The Role of the PCMH CCE How to Become A PCMH CCE 	QI Activity Evidence Drill Down	Top 10 Takeaways



COVID-19 Testing

We want to hear from you!

- Is your clinic providing testing for COVID-19?
- Where is your organization sending collected coronavirus samples for testing?
- COVID-19 Testing Lab Questionnaire:
<https://app.smartsheet.com/b/form/e1fb0501855843be8a857a616481c63f>



Sustaining Telehealth: Developing a Telehealth Checklist

What does your telehealth implementation checklist look like?

✓ **Billing:**

- Which payers reimburse for telehealth?
 - Do they also reimburse for Teledentistry & Tele-BH?

- Coding for telehealth: Which modifiers are needed?

- Can the clinic be a distant site?

- Can the patient be in their home or another remote location?

- Is there someone at the clinic who is checking for updates from CMS/KDHE about telehealth rules & regulations.
 - KMAP: <https://www.kmap-state-ks.us/Public/bulletins/bulletinsearch.asp>
 - CMS: <https://www.cms.gov/Medicare/Medicare-General-Information/Telehealth>



Sustaining Telehealth: Developing a Telehealth Checklist

✓ Software/Hardware:

▪ Software:

- Is your telehealth application HIPAA compliant?
- Is your telehealth application integrated within your EHR?

▪ Hardware:

- Do you have the proper equipment to deliver telehealth services?
 - Laptops
 - Desktops w/ attached camera
 - Monitors (dual monitors with a docking station)
 - Headsets
- Do your desktops/laptops have enough memory to handle streaming video?
- Connectivity
 - Can your current internet speed handle streaming video?
 - Are your patients experiencing connectivity issues?
- <http://telehealthtechnology.org/toolkits/>



Sustaining Telehealth: Developing a Telehealth Checklist

✓ Training, Workflow, and Documentation

▪ Training:

- Has staff been trained on how to use telehealth services?
- Are you providing patient education to ensure that patients can use your telehealth service?

▪ Workflow:

- Is there a designated telehealth room?
 - Has it been sound proofed? Example: Using a white noise machine
 - Is there adequate lighting and free from window glare?
- How are telehealth appointments created?
 - How will patients connect to the telehealth appointment?

▪ Documentation:

- Do you have policies and procedures for telehealth?
- How is informed consent recorded?
- Is the telehealth visit information entered directly into the EHR?

Implementation Resource: [NACHC Telehealth Implementation Quick Guide](#)

Open Discussion/Questions



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Planning Our Next Discussion

Please let us know in the chat or speak up via phone.

- What topics would you like to discuss at future roundtable discussions?
- Would your clinic be interested in presenting telehealth workflows & best practices?



Thank You!



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