



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. Measuring The Impact: Telehealth & No-Shows (10 min)
4. Telehealth Data for Stakeholders (20 min)
5. Open Discussion/Questions (10 min)
6. Planning The Next Roundtable (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>

- [UPDATED - Telemedicine Updates in Response to COVID-19 Emergency](#)
 - Exceptions granted in this policy shall be in place until rescinded.

- [UPDATED - Additional E/M Codes Allowed via Telemedicine During COVID-19 Emergency](#)
 - Exceptions granted in this policy shall be in place until rescinded

- [UPDATED - Dental Codes Allowed by Telephone During the COVID-19 Emergency](#)
 - This policy was rescinded effective July 1, 2020.



Upcoming Webinars

- 1. MWCN: Networking Opportunity- Telehealth/COVID**
 - Friday, July 24th @ 11am to 12pm
 - Registration: [Networking Opportunity: Telehealth/COVID](#)
- 2. Community Care Network of KS: FQHC Medicare Telehealth Billing and COVID-19 with Achieve Revenue Management & BKD, LLP**
 - Wednesday, August 5th @ 1pm to 2pm
 - Registration: [FQHC Medicare Telehealth Billing and COVID-19](#)
- 3. School-Based Health Alliance: Hearing Hoof Beats From A Distance- Primary Care and Telehealth**
 - Wednesday, August 12th @11am to 1pm
 - Registration: [Primary Care and Telehealth](#)
- 4. School-Based Health Alliance: Developing & Implementing Tele-Behavioral Health in SBHCs**
 - Wednesday , August 19th @ 11am to 1pm
 - Registration: [Developing and Implementing Tele-behavioral Health in SBHCs](#)

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

Registration Link: <https://education.ncqa.org/content/hrsa-supported-pcmh-training-region-7>

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



Measuring The Impact: Telehealth & No-Shows

Let's have an open discussion on how to measure the impact that telehealth has on no-shows:

- This is a very important piece of data to have in the argument for the continuation of expanded telehealth regulations.
- Most EHR's don't have a built-in report that allows you to track the number of no-shows that were converted into a telehealth visit. You may have to create a custom report.
- Have you created a process that will track the no-show/telehealth data?

Examples:

- Calling the no-shows from the same day/week and getting them in for a telehealth visit.
- Offering telehealth while doing appointment reminders if a patient isn't able to make their appointment.
- "This week, we were able to convert 5 of the 10 no-shows into telehealth visits."



Telehealth Data for Stakeholders



Telehealth Data Request

Statewide stakeholders are in need of data that supports the continuation of expanded telehealth regulations. We would greatly appreciate it if you could enter the data on this form so we can advocate for the continuation of expanded telehealth regulations. Thank you!

Month

Name Of Clinic

Number Of Telehealth Visits In Month

Total Medical Visits In Month

Number Of Tele-BH Visits In Month

Total BH Visits In Month

Number Of Tele-Dental Visits In Month

Total Number Of No Shows In Month

Open Discussion/Questions



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Annual Conference & Membership Meeting

- Our membership meeting is happening on September 18th, 2020.
- Our annual conference is happening on September 21st – 24th, 2020.
- Be on the lookout for more details!





Planning Our Next Discussion

Our next roundtable will be Thursday, August 20th at 3pm.

- 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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