



california
health & wellness™

Telehealth Program Review

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Telehealth Program Goals

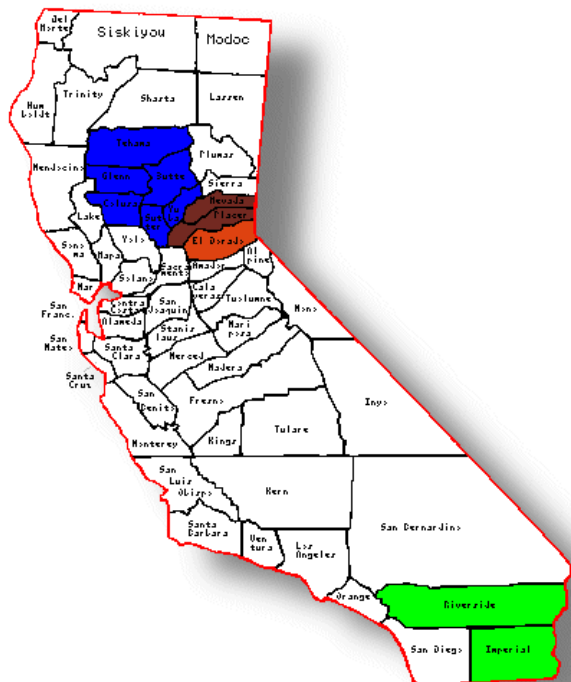
Vision:

California Health & Wellness is committed to telehealth as part of a multidisciplinary strategy to expand access and improve quality for its members and their communities.

Goals:

- A. Increase provider and member satisfaction through the **offering of easy, secure and efficient programs and services.**
- B. Increase access to quality specialists and **optimize face to face visits.**
- C. Develop new models of care that build capacity within the community, reinforce existing programs and **increase the ability of PCPs to manage basic specialty services.**
- D. **Improve the management of disease/chronic illness** among high-risk or high-utilizers.
- E. Ensure that service offerings **enhance the affordability of the network** and do not increase care delivery costs.

Telehealth Service Area



Source: diymaps.net (c)

Member Volume: (August 2017)

- Ampla
- Chapa-De
- Clinicas
- El Centro (Entered pilot 9/2017)
- El Dorado (Entered pilot 1/2017)
- **Total = 72,029**

Telehealth Solutions



**ELECTRONIC
CONSULTATION**



STORE-AND-FORWARD

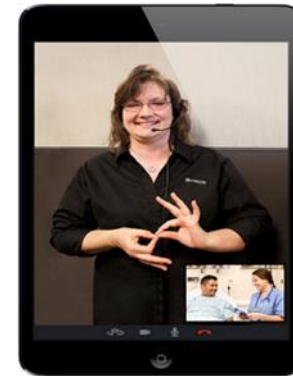


LIVE VIDEO

Telehealth Solutions



PROJECT ECHO ®



**VIDEO REMOTE
INTERPRETATION**

Electronic Consultation – Workflow



Primary Care Provider (PCP) creates electronic consultation asking specialist a clinical question

PCP utilizes “*native*” clinic referral mechanisms to send clinical data

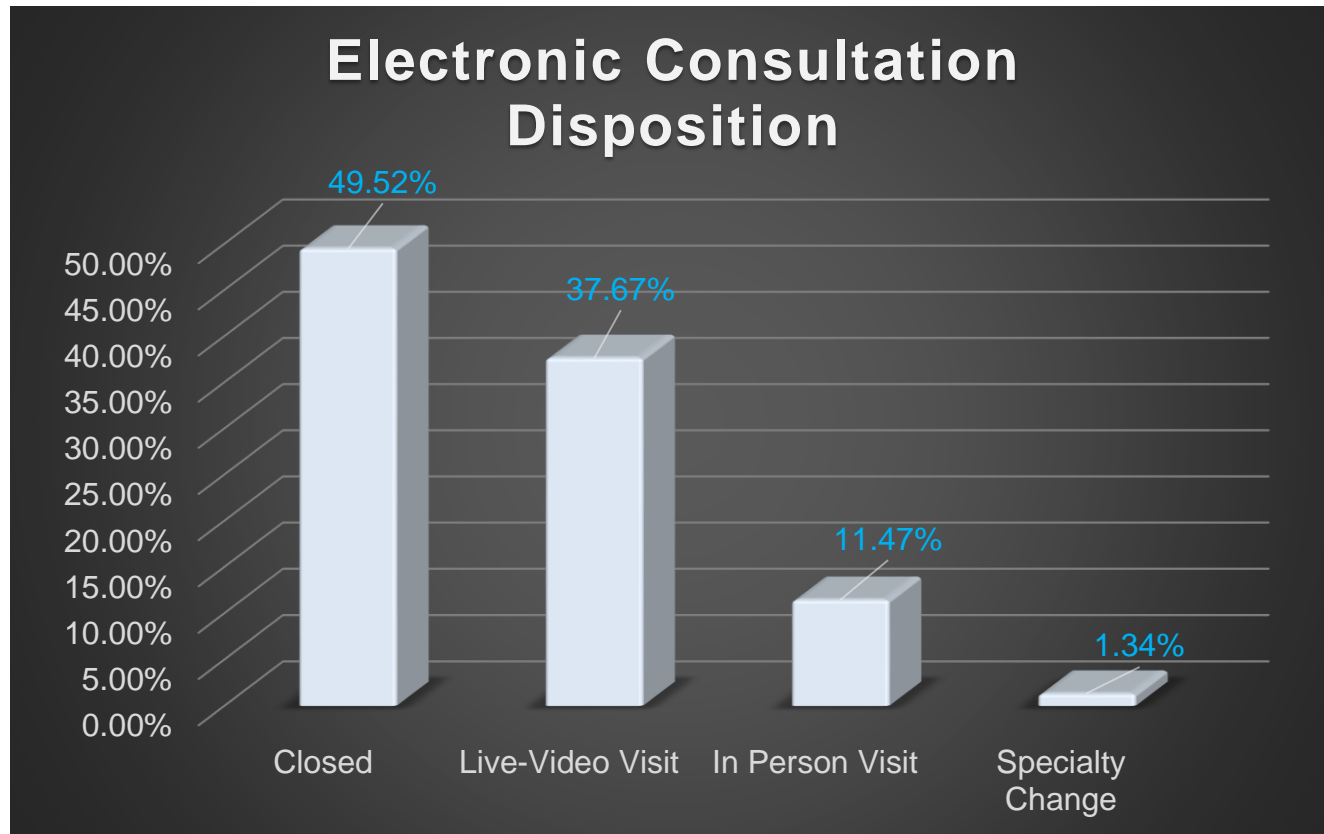
Specialists review clinical questions resulting in one of three outcomes:

- 1. Clinical need is resolved by treatment or further workup recommendations**
- 2. Telemedicine visit is recommended along with any necessary diagnostic studies to prepare for visit and any interim therapeutic care when appropriate**
- 3. “Brick-and-Mortar” appointment is recommended along with any necessary prep-visit studies and any interim therapeutic care when appropriate**

PCP receives specialist recommendations within 2 business days via native clinical data processes

Electronic Consultations

(n = 523)



Program Inception to 8/31/2017

Roles and Responsibilities

Pilot Site Role	Pilot Site Responsibilities
Executive Leadership	Designate Executive Sponsor and Clinical Champion for Telehealth Pilot
Staffing and Project Management	Designate a Telehealth Pilot Site Project Manager to: <ul style="list-style-type: none">• Manage pilot site readiness assessment and training• Support pilot kickoff planning• Coordinate with California Health and Wellness (CH&W) and specialist group telehealth referral centers• Provide on-going program support, coordination, and oversight
Technology	<ul style="list-style-type: none">• Participate in technology readiness assessment• Install telehealth equipment (in collaboration with Information Technology staff)• Ensure broadband is sufficient (in collaboration with Information Technology staff)• Participate in pilot training on telehealth platform
Workflow/Process	<ul style="list-style-type: none">• Provide dedicated telemedicine appointment space• Participate in telehealth when possible• Use scheduling, eConsult, and video-conferencing platforms for pilot project visits
Billing and Administration	<ul style="list-style-type: none">• Follow CH&W's telehealth billing process and use proper codes• Submit telehealth claims to CH&W within standard timeframes
Quality Reporting	<ul style="list-style-type: none">• Capture and report patient and provider satisfaction according to plan's survey• Capture and report data on key clinical quality, efficiency measures according to plan

Health Plan Support



- Information Technology Readiness Assessments
- Telehealth Operational Assessments
- Ongoing IT Broadband and Equipment “Help-Desk” Support
- Assistance in Locating Telehealth Equipment for Purchase
- Limited Equipment Donations
- Goal-directed Program Implementation Project Management
- Electronic Consultation/Live-video Telehealth Workflow Development
- Payment for Allowable Telehealth CPT-4 and HCPCS Codes
- Reimbursement for Telehealth Utilization Reporting
- Health Plan Support of Providers/Specialists/Vendors
 - Provider Relations
 - Claims
 - Referrals
 - Transportation
 - Case Management



Questions