Developing Sustainable Models of Telehealth in the Safety Net

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Inland Empire Health Plan (IEHP)

- Not-for-profit, rapidly growing Medi-Cal and Medicare health plan in California
- Provider Network of over 5,000 Providers and more than 1,800 employees
- We serve over 1.2 million residents of the Riverside and San Bernardino counties who are enrolled in Medi-Cal or IEHP DualChoice Cal MediConnect Plan
Importance of Virtual Care to IEHP

Strategy Approach: Framing using IEHP’s strategic priorities

- The addition of virtual care to IEHP will support four of the health plan’s five critical strategic priorities
  - Access to Care
  - Practice Transformation
  - Quality of Care and Services
  - Technology and Data Analytics
Why do we want to use virtual care?

- **Attract Consumers**: Enhance member/patient convenience and access to timely diagnosis, treatment, health navigation, health education and appointments

- **Expand Reach**: Increase provider access to specialist expertise for patient consultations

- **Reduce Cost**: Improve clinical quality and right-site utilization in avoidable admissions, and decrease readmissions for populations under risk- or value-based payments

- **Increase Access**: Expand provider capacity through improved operational efficiencies
Virtual Care Landscape

Primary Care Sites

Specialist Providers

Primary Care Providers

IEHP

CCI

CTRC

CHCF

FQHC

Tertiary Care Sites

3rd Party Telehealth Vendor

Smaller Specialty Groups
• Reimbursement for telepsychiatry visits
• Contracting and credentialing with providers and specialists to bridge telehealth access for primary care clinics
• Engagement with UC Berkeley – Remote Retinal Screening
Early Learning

1. Clinical sites are willing to adopt telehealth, but vary in implementation approach and readiness

2. Use data to select launch specialties

3. Identify a telehealth champion at each clinical site and within the health plan

4. The telehealth world is small
Questions