

The Future of Telehealth/Telemedicine

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What is Telehealth / Telemedicine

Terms are often used interchangeably



Telehealth — a broad term that includes health services provided by provider of service using telecommunications technology. Medical education, e-health patient monitoring, patient consultation via video conferencing, transmission of image medical reports, etc.

Telemedicine — specific form of telehealth that involves a clinician providing medical services from a different location.

Agenda

1

History of telehealth/telemedicine

2

Concerns – Provider / Consumer

3

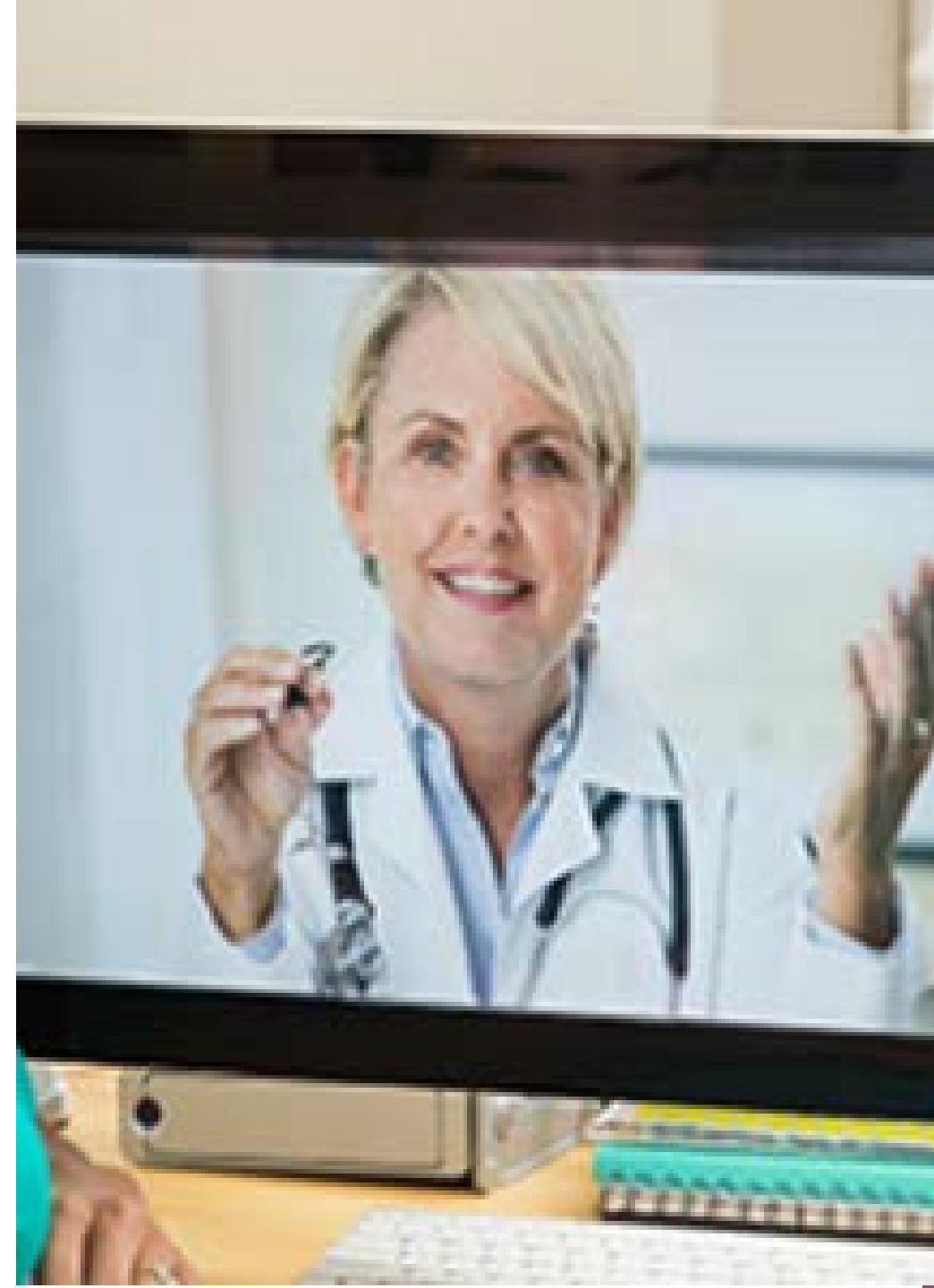
The Impact of COVID-19

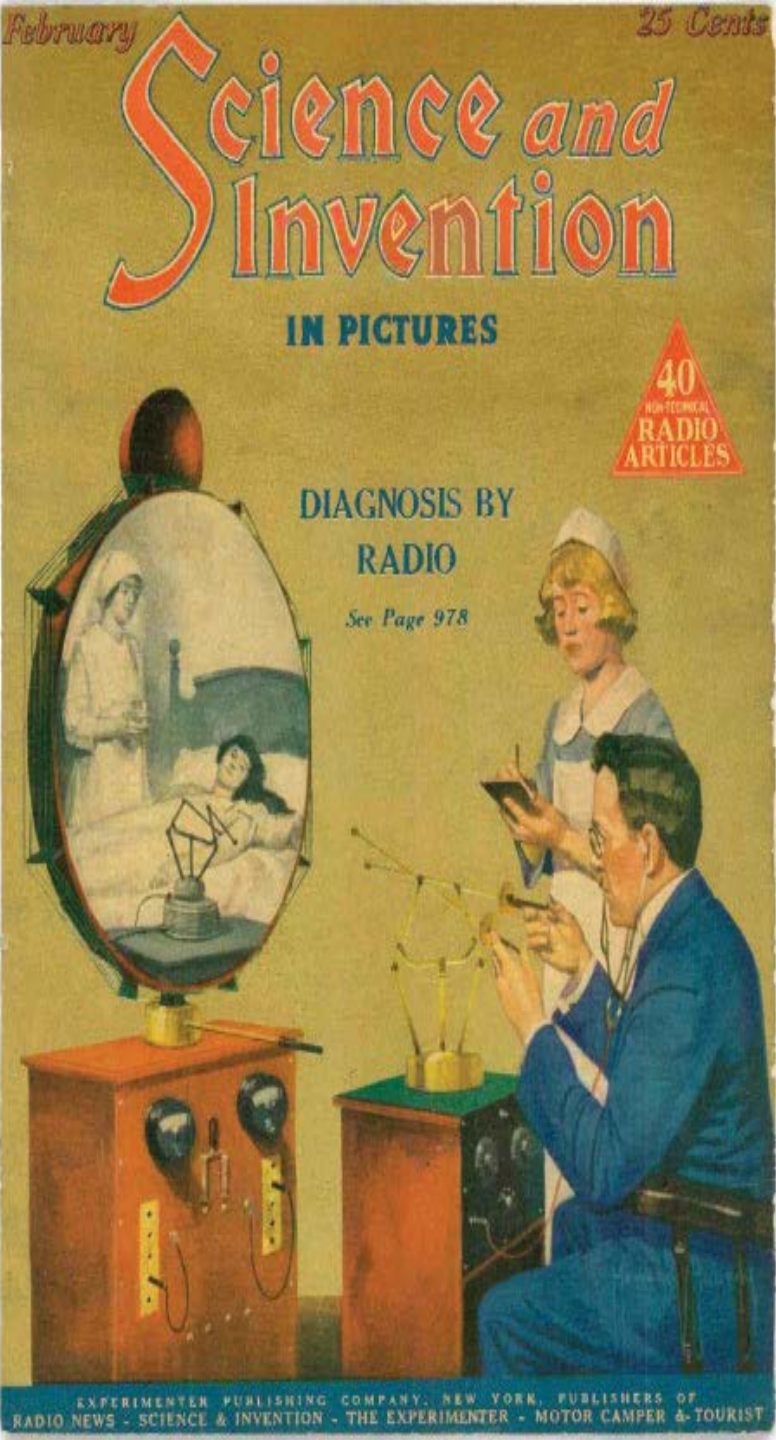
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New York State Health Plans

5

Future





History

1925 – Science and Invention Magazine
“Teledactyl”

1950s – Limited hospital systems transmitted radiologic image via telephone, then in 1959 by television

Mid-1900s to 1990s The need for telemedicine became clear when NASA (National Aeronautics and Space Administration) needed to monitor astronauts. Technology used by various institutions to deliver treatment in remote areas

- 1970s NASA & Papago Indian Reservation in AZ used technology to deliver medical treatment

2000s to present – high-speed internet , portable devices (laptops and mobile phones) has made telehealth more accessible

- Telemedicine benefit for State employees discussed in negotiations- 2016 contract language



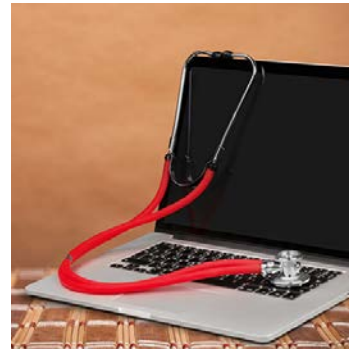
Provider Concerns



Cost

Expensive equipment, training and security.

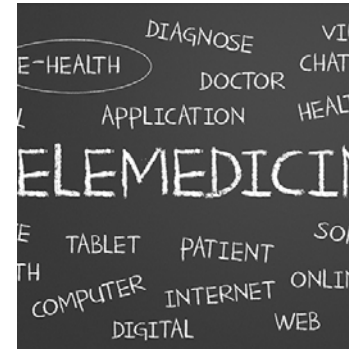
Electronic Health Record system must coordinate with platform to avoid complications



Technology

Technology requires regular updates.

If patients don't understand how to use, utilization and accessibility reduced.



Privacy Concerns

Privacy and security rules - encrypted data.

Must ensure permission of patient before record and store video calls.



Reimbursement

Getting reimbursed problematic due to Medicare and insurance limitations and requirements.

Consumer Concerns

Difficult to
use new
technology



Privacy of
personal
health
information



Quality of
healthcare
may be
lower than
in-person visit



Unaware of
how
telemedicine
actually works

Impact of Covid-19

Various Federal and State requirements put in place to make consumer friendly



Expand Providers

Federal - Authorized out-of-state healthcare providers to deliver COVID-19 related services by telehealth



Expand Technology

Expand the communication technologies to ensure coverage for telephonic and video treatment.



Consumer Savings

Waiver of patient cost sharing for in-network providers delivering telehealth for ALL diagnoses



Mental Health

Ensure telehealth coverage for mental health and/or substance use treatment at a network provider.

Consumer Benefits



Cost

Reduce costs to patient by AVOIDING Urgent Care Centers and Emergency Rooms



Safety

Allows Patient to Avoid Contact with Others – decreasing the spread of illnesses



Access

Increases Access to Medical Services
Same day appointments – prompt diagnosis and treatment



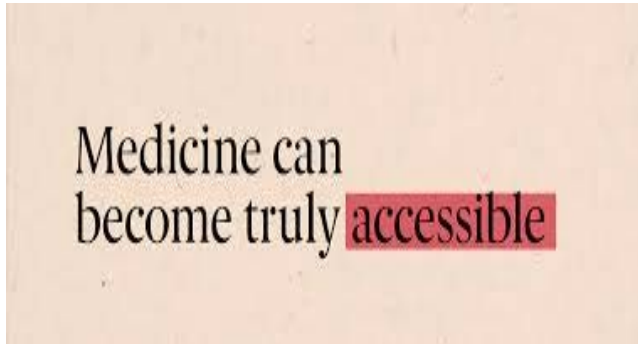
Travel

Reduce the need to travel to appointment.
Less time off work, childcare needs
reduce transportation barriers.

Consumer MH Benefits

Mental Health telemedicine – “Telepsychiatry”

Can include psychiatric evaluations, therapy (individual therapy, group therapy, family therapy), patient education and medication management.



Access

Improve access to mental health specialists.

Help integrate primary care and mental health.



Feelings of Safety

Reduce the barrier of “Stigma”.

Virtual visits can provide enhanced feelings of safety, security and privacy for many patients.

Continuity of Care

The convenience of virtual visits help reduce the cancellation of appointments “No Shows”



Travel

Reduce the need to travel to appointment. Less time off work, childcare needs and reduce transportation barriers.

Empire Plan

Live Health Online



LiveHealth
ONLINE

-
- Negotiated Pilot Program effective March 2020
 - \$0 out-of-pocket cost to patient through December 31, 2021
 - Empire BlueCross's partnership with LiveHealth Online
 - Allows patient to stay home and have a telephone or video visit
 - Medical with a board-certified doctor
 - Mental Health with a licensed therapist

LiveHealth

ONLINE

Register using your Empire Plan ID#

<https://livehealthonline.com> 1-888-548-3432

NYSHIP HMOs

BlueChoice
BlueCross BlueShield of WNY
BlueShield of NE NY
CDPHP
Emblem Health
HMO Blue
Independent Health
MVP

Telemedicine

- Availability determined by HMO
- Out of Pocket Costs Vary

Contact your HMO for additional information

MDLIVE[®]

Virtual Care, Anywhere.

GiaSM
by MVP



on demand

TeladocTM
HEALTH

 **Livongo**[®]

2022 PROPOSED PHYSICIAN FEE SCHEDULE

...I Want My MTV (Mental Telehealth Visits)!



JULY 20, 2021

Future

Telehealth/Telemedicine

- Many of the COVID changes to make access to healthcare more consumer friendly were temporary and will or have expired.
- CMS and private insurers seeking to make some of the changes permanent.
- CMS 2022 Proposed Physician Fee Schedule Surrounds Telehealth Visits
- Continue to see increase telehealth
 - 11% utilization 2019
 - 46% utilization April 2020
 - Prediction's telehealth market will see 7-fold growth by 2025

A close-up photograph of Seema Verma, former CMS Administrator, speaking at a hearing. She is wearing a dark blazer and has her hands clasped in front of her. The background is blurred.

Future of Telehealth/Telemedicine

Seema Verma, the former CMS Administrator, testifying before the Senate Finance Committee, June 9, 2020

“I can’t imagine going back. People recognize the value of this, so it seems like it would not be a good thing to force our beneficiaries to go back to in-person visits.”

THANK YOU

State Joint Committee on Health Benefits

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