

ITUP 27th Annual Conference

CULTIVATING AN EQUITABLE FUTURE OF HEALTH

In-Person Conference • Feb. 6 -7, 2023 • Sacramento, CA



ITUP 27th Annual Conference • Feb. 6-7, 2023

CULTIVATING **AN EQUITABLE FUTURE OF HEALTH**



THE PROMISE OF EQUITABLE, ACCESSIBLE, AND QUALITY VIRTUAL CARE

#ITUP2023

THE PROMISE OF EQUITABLE, ACCESSIBLE, AND QUALITY VIRTUAL CARE

CULTIVATING AN EQUITABLE
FUTURE OF HEALTH

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(Moderator)

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Health Policy

Abner Mason (he/him)

Founder & Chief Executive Officer , SameSky Health

Andie Martinez Patterson, MPP (she/her)

Chief Executive Officer, Alameda Health Consortium

#ITUP2023

Telehealth Policy Update

February 8, 2023
ITUP Conference



Center for Connected
Health Policy

THE NATIONAL
TELEHEALTH POLICY
RESOURCE CENTER



Mei Wa Kwong, JD,
Executive Director, CCHP

CENTER FOR CONNECTED HEALTH POLICY (CCHP)

is a non-profit, non-partisan organization that seeks to advance state and national telehealth policy to promote improvements in health systems and greater health equity.

DISCLAIMERS

- Any information provided in today's talk is not to be regarded as legal advice. Today's talk is purely for informational purposes.
- Always consult with legal counsel.
- CCHP has no relevant financial interest, arrangement, or affiliation with any organizations related to commercial products or services discussed in this program.



FEDERAL

What will happen after the Public Health Emergency (PHE)

- Allow temporary continuation of some COVID-19 telehealth waivers in Medicare including :
 - Allowing certain providers (FQHCs, RHCs, PTs, OTs) to continuing being eligible telehealth providers
 - Removal of geographic limitation
 - Allowing the home to be eligible originating site
 - Allowing audio-only for some services
- Delay of implementation of certain permanent telehealth policies including the prior in-person visit requirement for delivery of certain mental/behavioral health services via telehealth IF the visit did not meet geographic and site requirements.
- The policies will last/be delayed until December 31, 2024.
- Certain policies that CMS takes the lead on have not aligned with recent legislation – EX: Eligible Services List
- Certain policies will expire when the PHE is over such as the HIPAA discretionary action by OCR & PHE exception to prescribing controlled substance

- **Consolidated Appropriations Act of 2021**
- **Budget Act of 2022**
- **Consolidated Appropriations Act of 2023**
- **2021-2023 Physician Fee Schedules**



CALIFORNIA

- [SB 184](#)
- [AB 32](#)

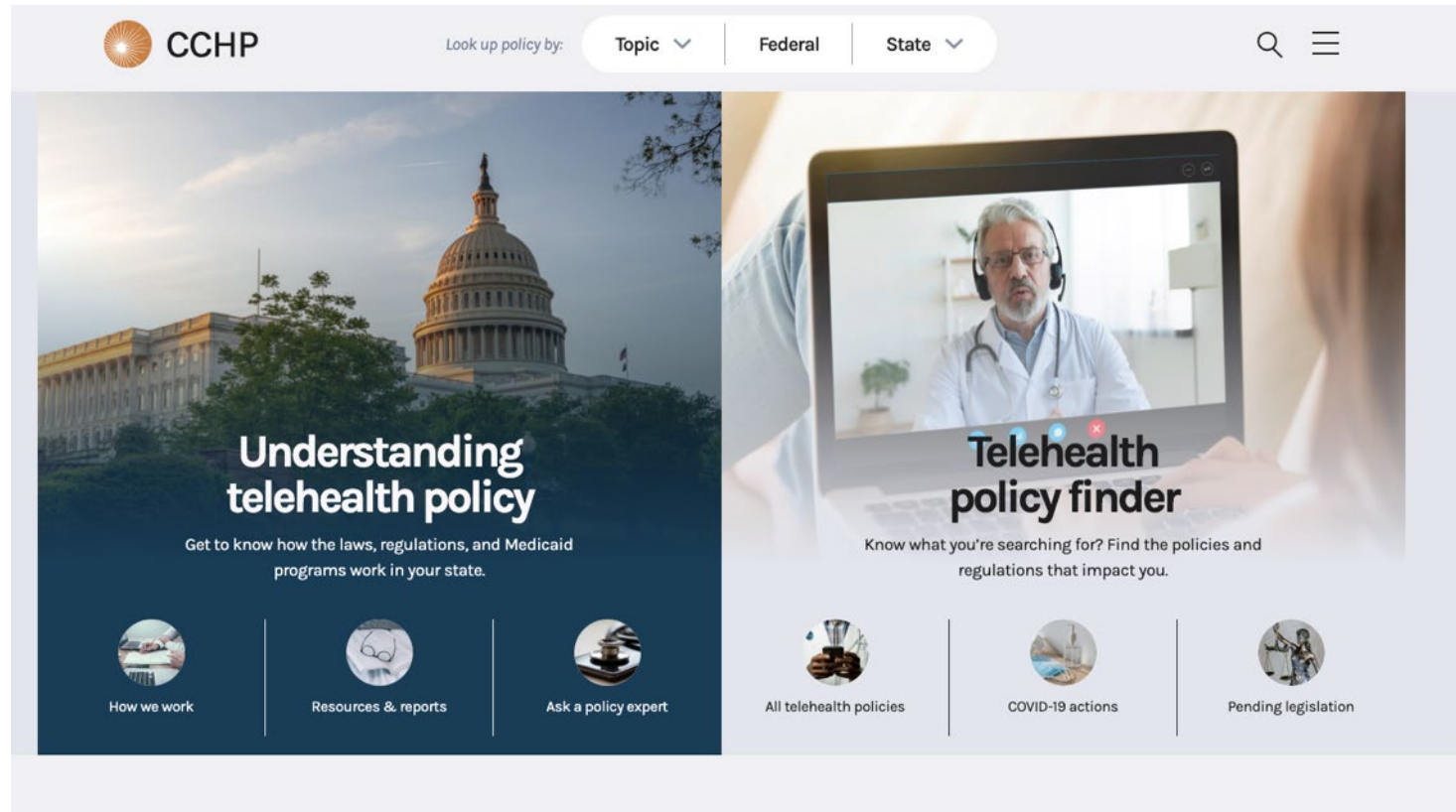
Medi-Cal Changes ([Provider Manual](#))

- Pre-COVID-19 policies remain intact
- Audio-only may continued to be used
- New patient relationships may be established via live video. Audio-only can be used with certain exceptions:
 - Sensitive services (specific definition)
 - Patient requests audio-only
 - Patient attests to not having video
- Consent must be obtained prior to telehealth services and include certain elements such as informing patient availability of transportation to access in-person services
- No sooner than Jan 1, 2024
 - Providers offering only audio-only services must also offer video services
 - Providers offering only video services must also offer in-person services or facilitate in-person care for patient
- [Research & Evaluation Plan](#)

“Will serve as a path for DHCS to assess the impact of telehealth on utilization, access, quality, outcomes, equity and provider and enrollee experience, which could inform future telehealth policy development.”



➤ CCHP Website – cchpca.org



➤ Subscribe to the CCHP newsletter at cchpca.org/contact/subscribe





**Center for Connected
Health Policy**

THE NATIONAL
TELEHEALTH POLICY
RESOURCE CENTER

Thank You!

www.cchpca.org

info@cchpca.org



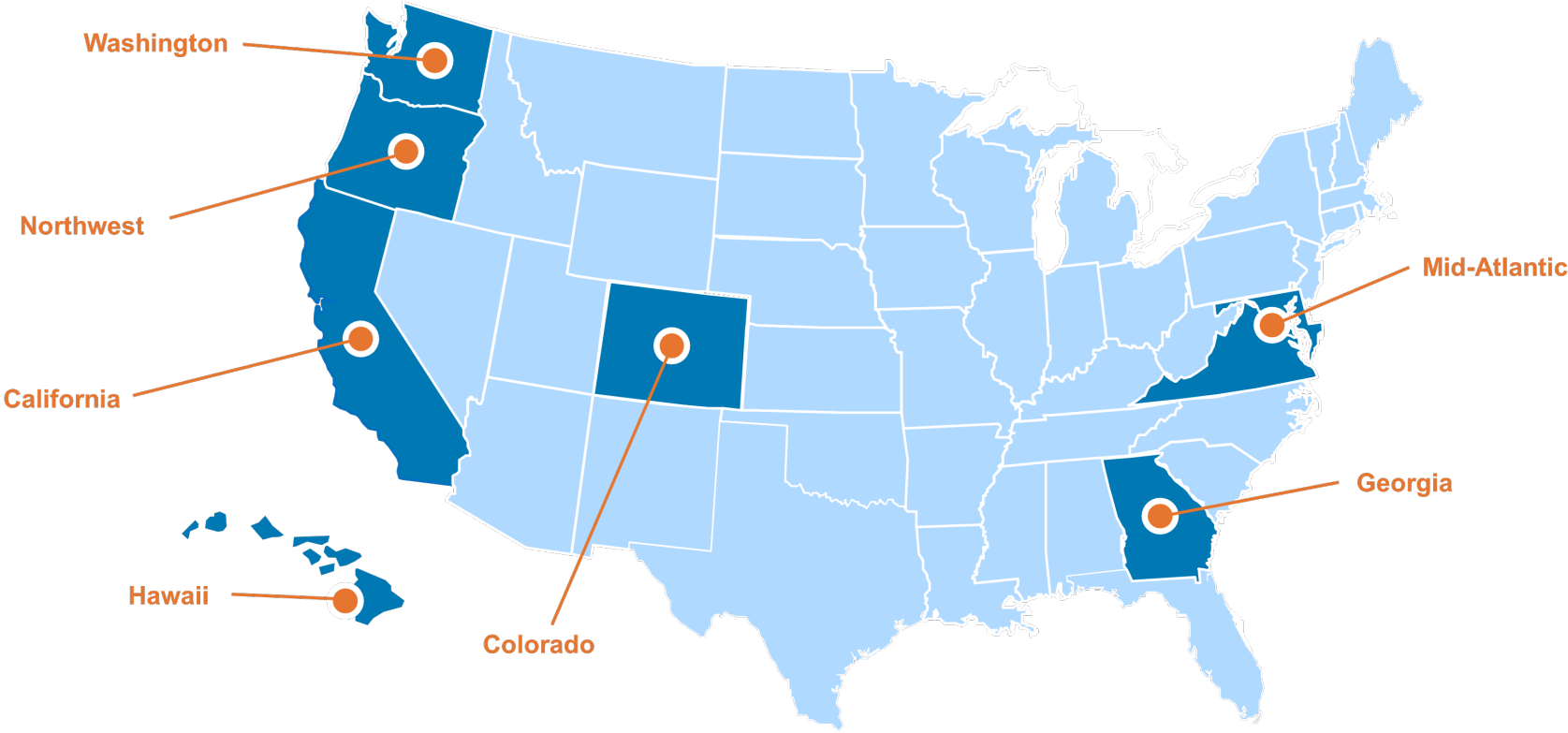
INSTITUTE FOR HEALTH POLICY

FEBRUARY 7, 2023

An Integrated Approach to Telehealth and Digital Equity

Rebecca Flournoy, Senior Health Policy Leader
Kaiser Permanente Institute for Health Policy

Kaiser Permanente

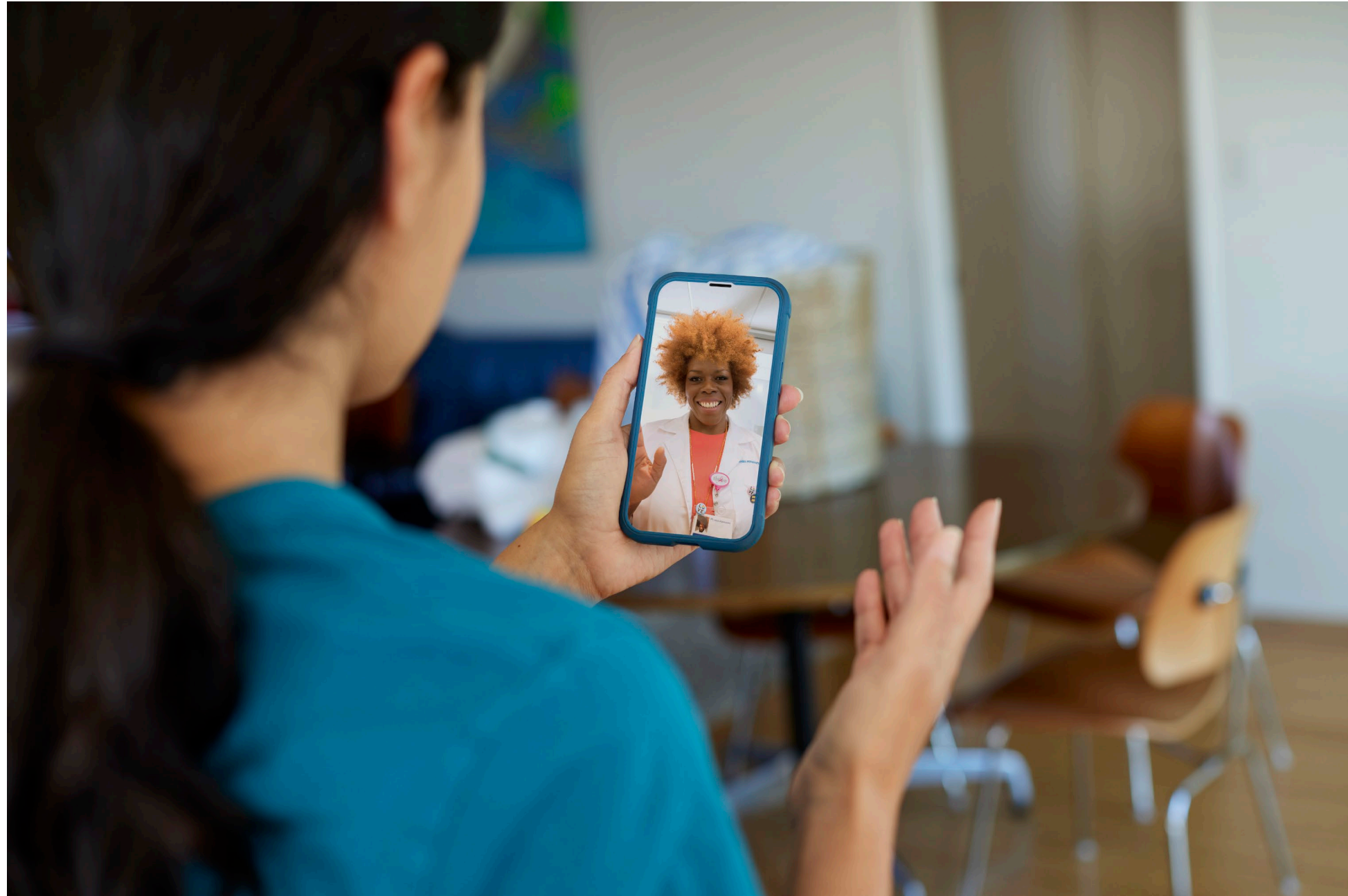




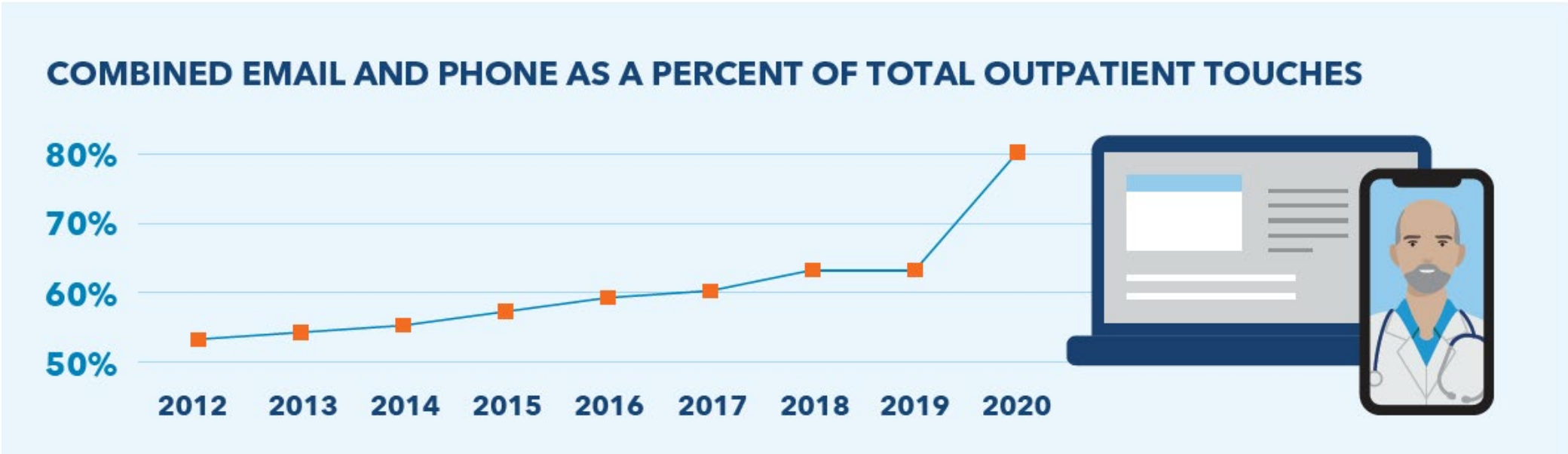
Kaiser Permanente Institute for Health Policy

- Shape health policy and practice
- Share evidence and experience from Kaiser Permanente, as the nation's largest private integrated care organization

Kaiser Permanente: Our Integrated Care Model

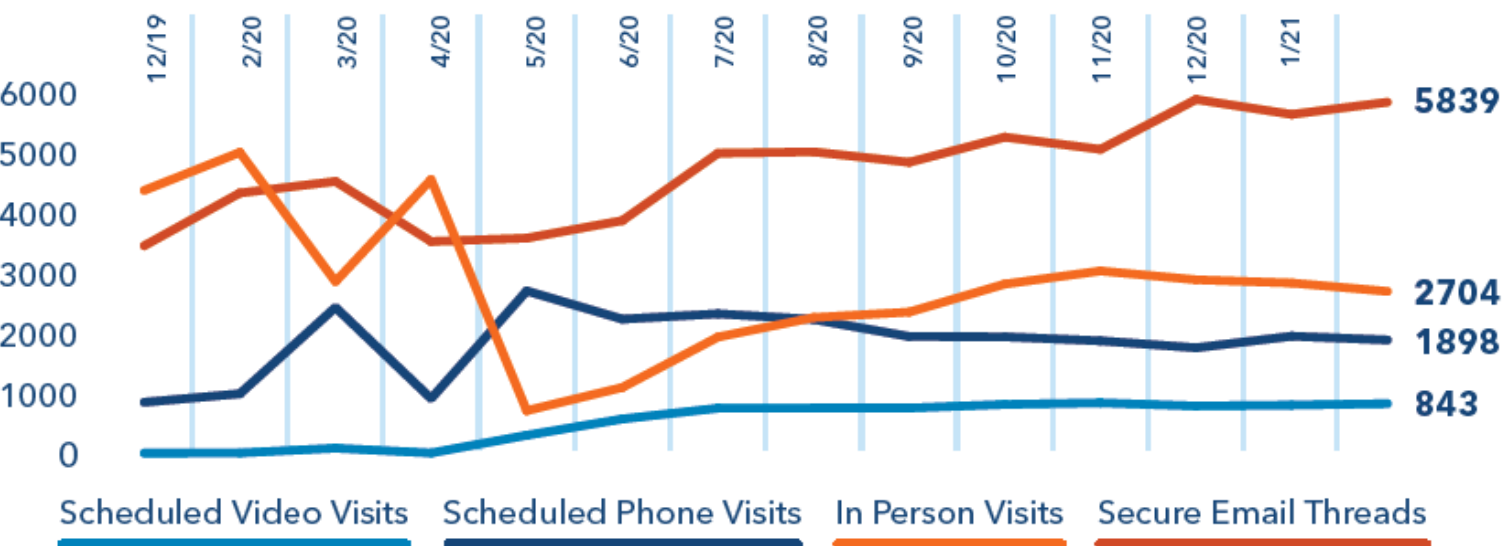


Kaiser Permanente: Increasing Telehealth Use Over Time

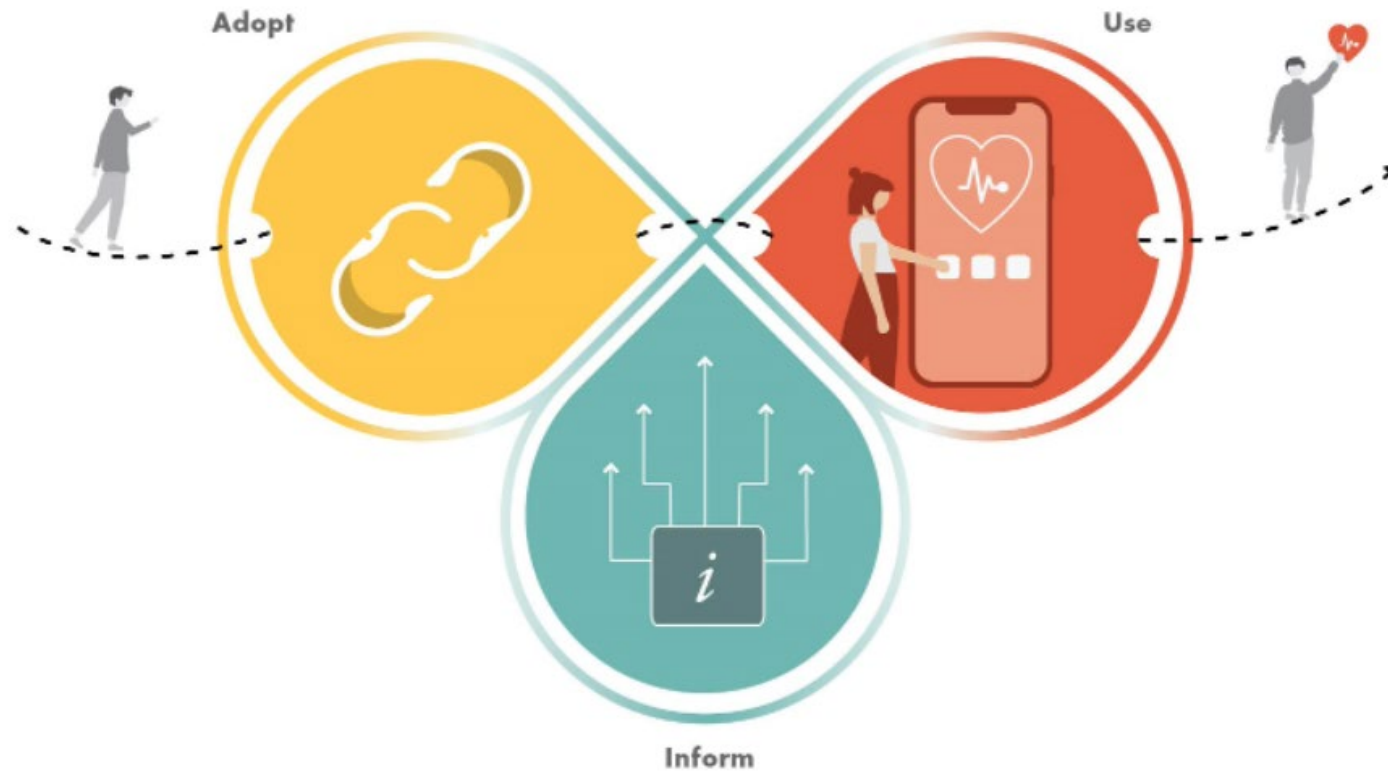


Kaiser Permanente: Telehealth Trends in 2020

UTILIZATION PER 1K MEMBERS, ANNUALIZED



Digital Equity





Resources

Kaiser Permanente Institute for Health Policy - kpihp.org

Integrated Care Stories: Telehealth - kpihp.org/wp-content/uploads/2022/08/Integrated-Care-Story-Telehealth.pdf

December 2022 Virtual Forum: Promoting Digital Equity –
kpihp.org/ihp_events/promoting-digital-equity/

June 2021 Virtual Forum: Telehealth After the Pandemic: Perils, Promise, and Possibility - kpihp.org/ihp_events/telehealth-after-the-pandemic-perils-promise-and-possibility/

Telehealth During the COVID-19 Pandemic: Kaiser Permanente's Experience -
kpihp.org/blog/telehealth-during-covid-booklet

Integrated Care Story Series - https://www.kpihp.org/issue_areas/integrated-care/



Thank You



SameSky Health: Overview

February 2023



Who we are

- SameSky Health is a cultural experience company that removes barriers to care and forms meaningful relationships to bring people to health.
- We partner with health plans to advance health equity and reduce health disparities by creating personalized, culturally relevant experiences for members, guiding them to the tools, resources and care they need.
- Our focus is on Medicare, Medicaid, and Exchange lines of business.

Mission:

At SameSky Health, we create cultural connections for a healthier, more equitable world.

We start by building cultural connections

Who we are as people matters, especially when it comes to healthcare.

SameSky Health builds trusted relationships to guide each person on their health and wellness journey.



Kendra | Mill City, OR

- Black, 63
- Speaks English
- Diabetic
- Relocated to smaller town
- Now lives 40 minutes from her provider



Kerry | Charlotte, NC

- White, 42
- Speaks English
- Recent diagnosis of type 2 diabetes



Maribel | Katy, TX

- Mexican-American, 36
- Speaks English at work; prefers Spanish at home
- Diabetic
- Feels stigmatized about previous depression episode

In this example, three different members receive three different messages based on cultural characteristics, our content research and testing, and best practices.

Tailored Health Plan:
People with diabetes are 2 to 3 times more likely to have depression. Seeking help is a sign of strength. For info: <LINK>

Tailored Health Plan:
People with diabetes are 2 to 3 times more likely to have depression. Call your PCP for support. For info, see <LINK>

Tailored Health Plan: *
Las personas con diabetes tienen mas probabilidades de tener depression. Hable con su dr. si nota algun sintoma <LINK>

Reverse translation:
People living with diabetes are more likely to experience depression. Speak with your provider if you notice any symptom <LINK>

* In our Spanish language messages, accent marks are omitted for compatibility with older mobile devices.



ALAMEDA HEALTH
CONSORTIUM



COMMUNITY HEALTH
CENTER NETWORK

Virtual Care/Telehealth is Transformative for Patients

February 7, 2023



axis
community
health



NATIVE AMERICAN
HEALTH CENTER
Serving the community since 1972
a californiahealthcenter



WHO WE ARE

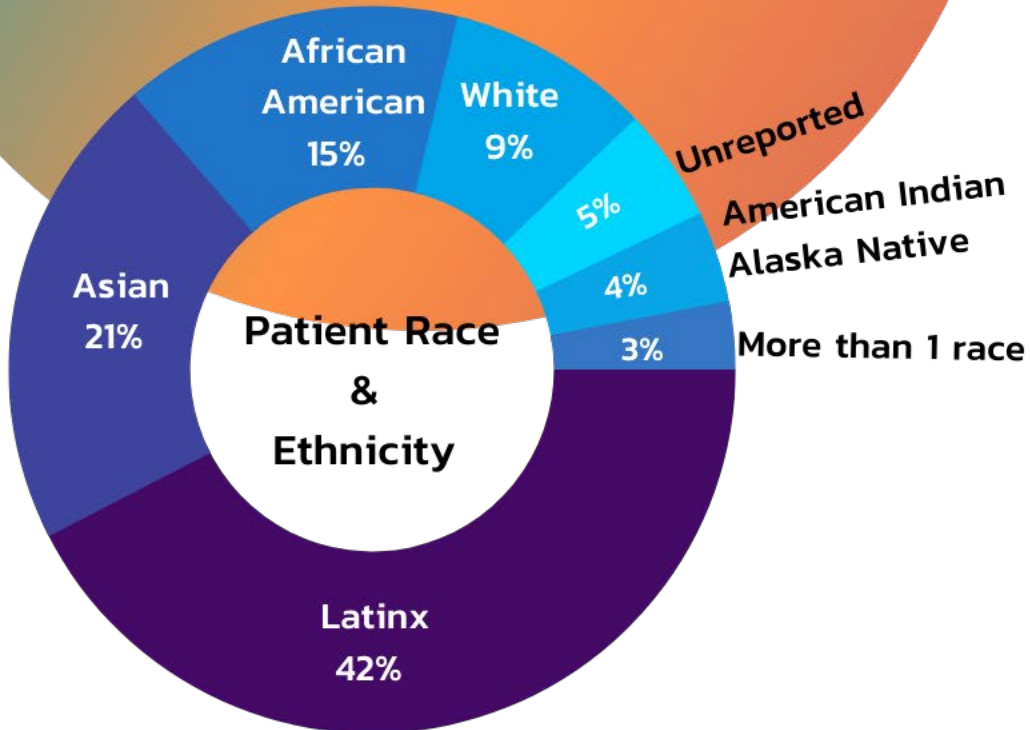
8 Community
Health Centers

95+ Sites

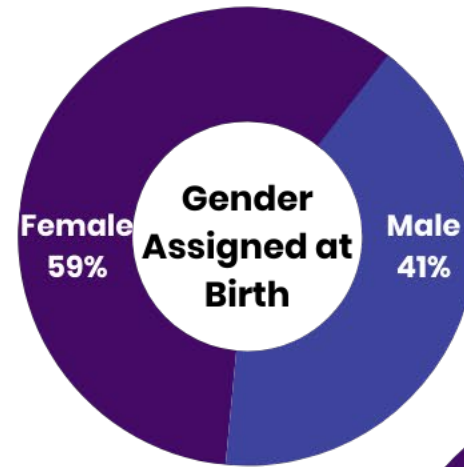
340,000
Patients

1.45 Million
Visits

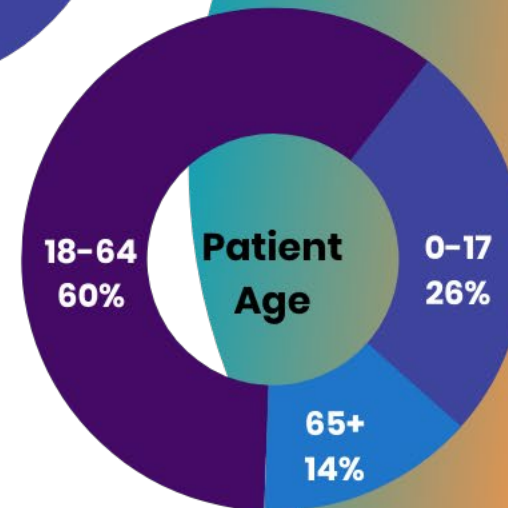
Patient Race & Ethnicity



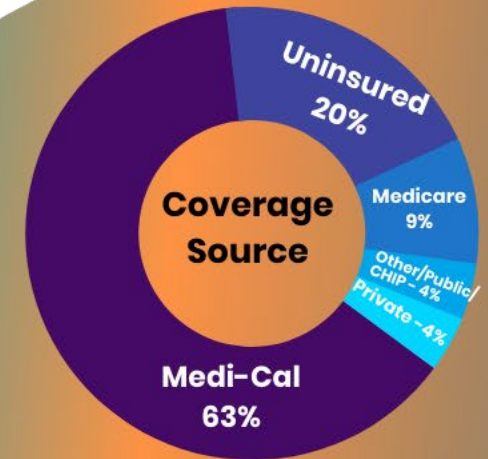
Gender Assigned at Birth



Patient Age



Coverage Source

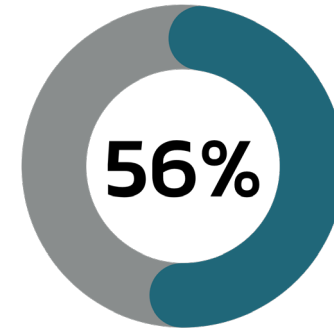


Overview

- Improved access to care
- More focus on patient
- Improved patient/provider relationship

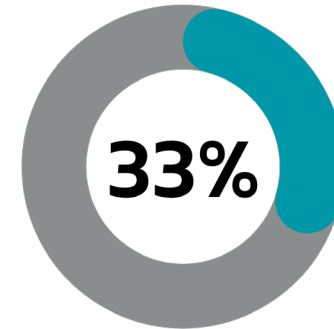
Patients Want Virtual Care/Telehealth

Patients like having the option of virtual care/telehealth versus in person visits



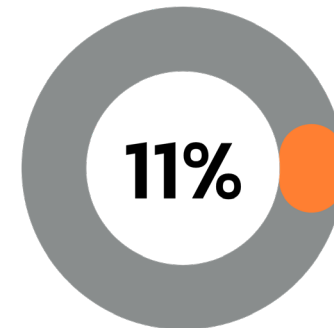
Prefer it as their primary access to healthcare

Patients have increased access to providers and more opportunities to check in about their healthcare issues



Prefer it as an acceptable alternative to in person care

Patients can obtain care without significantly disrupting their day

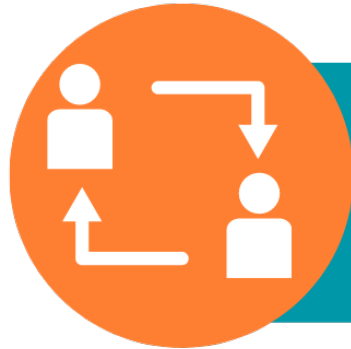


Prefer it only when there is no other option

Barriers to Accessing Virtual Care /Telehealth



FINANCIAL



LIMITED INTERACTION



TECHNOLOGY

How Can Barriers Be Reduce/Eliminated?

- Technology upgrades
- Creating familiarity with virtual care/telehealth
- Increase patients' access to resources
- Improve system of scheduling of calls
- Update clinic resources

Virtual Care/Telehealth Access Post-Pandemic

- Needs to remain a permanent part of the healthcare landscape
- Need to keep building partnerships
- Need to update & upgrade systems

Thank you!

Andie Martinez Patterson
CEO, Alameda Health Consortium

Amartinezpatterson@alamedahealthconsortium.org



Andie Martinez Patterson

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QUESTIONS?

ITUP 27TH ANNUAL CONFERENCE

Evaluations

Please complete the Conference evaluation at the end of the conference by scanning the QR code below!

