

## Meeting Summary & Action Items

### Maine Telehealth and Tele-Monitoring Advisory Group Meeting (Ad Hoc – COVID-19 Response)

Date: Tuesday, March 17, 2020 9:00AM-10:00AM

**Attendees:** Lisa Letourneau, Alecia Swihart, Danielle Louder, Reid Plimpton, Caren Bishop, Rick Redmond, Lisa Harvey McPherson, Rob McCarley, Jim Martin, Andrea Gimpel-Blanchard, Jerry Dubois, Sue Woods, Kevin McGinnis, Dennis Smith, Carol Carew, Lisa Nolan, Yvonne Jonk, Alan Jansujwicz, Gus Crothers, Kayla Coles, Donna DeBlois, Kim Esquibel, Erin Belfort, Lisa Tweed, Stephen Meister, Henry Skinner, David Walter, Amy Mayhew

Issue	Summary/Decisions	Action Items and/or Resources	Lead
<p><b>Welcome &amp; Agenda Scan</b></p>	<p>Danielle opened meeting and did agenda scan with the group to ensure all key items were covered</p> <ul style="list-style-type: none"> <li>Rob M. asked that we address potential for expanded telehealth policy to allow non-HIPAA compliant applications to be used (Skype, FaceTime) to increase access</li> </ul>	<p>Danielle confirmed that we will cover non-HIPAA compliant applications during discussion of barriers/opportunities</p>	<p>Danielle All</p>
<p><b>COVID-19 Brief Update</b></p>	<p>Danielle highlighted recent Medicare expansions included under <a href="#">HR6074</a>, which was signed by President last week. Still awaiting specific implementation guidance from CMS and signature of Secretary.</p> <p><b>Update:</b> See CCHP resource <a href="#">CCHP COVID Policy Update</a></p> <p>Lisa L provided update on recent <a href="#">MaineCare emergency rule change</a>, which removed blanket prohibition against providers utilizing telehealth to deliver services under the MBM, Chapter II, Section 80, Pharmacy Services. (Effective 3/16/2020)</p>	<p>NETRC and others will keep the group apprised of changes, announcements, etc. at both federal and state levels as they become available.</p> <p><b>Update:</b> guidance released from CMS today, 3/17: <a href="https://www.cms.gov/newsroom/fact-sheets/medicare-telemedicine-health-care-provider-fact-sheet">https://www.cms.gov/newsroom/fact-sheets/medicare-telemedicine-health-care-provider-fact-sheet</a></p> <p>Article by Hooper, Lundy and Bookman includes key updates and a wealth of resources: <a href="#">COVID-19 Resources</a></p>	<p>NETRC All</p>

	<p>Lisa also shared that DHHS is planning implementation of telephonic nurse triage line to assist with rapid assessment and monitoring of COVID-19</p>	<p>Keep group informed on progress of nurse triage line</p>	<p>Lisa L</p>
<p><b>Opportunities to promote telehealth: status check-in</b></p>	<p>Barriers and potential solutions discussed by the group:</p> <ul style="list-style-type: none"> <li>• Current restrictions on non-HIPAA compliant applications, such as Skype and FaceTime, that consumers are very familiar with, and offer increased accessibility to services through smartphones, etc.</li> <li>• Sue W. commented on privacy and security aspects of HIPAA compliant solutions (privacy is easy to accomplish through human aspects; HIPAA compliant solutions have enhanced security protocols). Encouraged the group to look carefully at HIPAA laws/regs and determine what is possible through current language</li> <li>• Group shared several examples of videoconferencing platforms they are using, including necessary bandwidth and various functionality (scheduling, forms, integration with EHR and patient portals). Gus shared how groups is preparing to do web-based group visits and approach to Urine Drug Screens and POC testing</li> <li>• Kevin M. reiterated barriers around EMS reimbursement, and encouraged DHHS to look at the ET3 model, and specific opportunity for MaineCare integration, via extending code for non-transport</li> <li>• Danielle brought up current MaineCare requirement for written consent for TH and barrier that presents, particularly with providing care at patients' homes – Lisa L shared that this item is on DHHS list for consideration RE: emergency rule changes</li> </ul>	<p>NETRC and others to provide updates as things progress:  <b>3/17 Update:</b> CMS and President Trump announced at 12pm press conference on 3/17 that among other expansions, non-HIPAA compliant apps like Skype and FaceTime can be used during COVID-19. (does NOT include TikTok, FaceBook Live, etc.)  See notifications from:  CMS – <a href="#">Fact Sheet</a>  <a href="#">FAQ</a></p> <p><b>3/17 Update from Sue W:</b> Regarding HIPAA requirement of telehealth software: if NO DATA exchanged, non-encrypted video software CAN be used. See HHS/OCR post: <a href="#">Notification of Enforcement Discretion for telehealth remote communications during the COVID-19 nationwide public health emergency</a></p> <p>Compile list of <a href="#">Common Videoconferencing platforms/applications</a> as resource - done</p> <p>Provide specific details/coding to Lisa L to take back to DHHS team (RE: ET3 model integration)</p>	<p>NETRC All</p> <p>Caren B</p> <p>Kevin</p>

	<ul style="list-style-type: none"> <li>Jim M shared that private payers are not responding positively to recent expansions and their team (Sweetser) is still having issues with consistent reimbursement; encouraged all to report issues to Maine</li> </ul> <p>Capacity and opportunities to support upscale efforts:</p> <ul style="list-style-type: none"> <li>Discussed activities focused on provider education/workforce development, such as offering regular Project ECHO sessions for state-wide stakeholders – group agreed this would be useful and Kayla/Qualidigm agreed to assist with this effort</li> <li>Sue suggested common location to house growing list of info and resources moving forward; Danielle offered TH/TM webpage, which already has a resource page – will need some organization. Requested help from group to identify most relevant items to post, to avoid overwhelming stakeholders</li> </ul> <p>Input on licensing regulations:</p> <ul style="list-style-type: none"> <li>Danielle outlined current limitations on out of state providers – may serve in consultative role but not provide telemed without licensure in Maine</li> <li>Dennis S. provided overview of options to potentially address: 1) Rescind the law 2) Governor invokes emergency management compact with other states, includes immunity from civil liability</li> <li>Dennis also shared that BOLIM is working on rapid licensure through the Interstate Medical Licensure Compact – taking 5 days to process on average</li> </ul>	<p>Report any issues with non-compliance to Maine’s current private payer parity law to Eric Cioppa, Superintendent of Maine Bureau of Insurance (<a href="mailto:eric.cioppa@maine.gov">eric.cioppa@maine.gov</a>)</p> <p>Lisa L will bring issues RE: inconsistency with private payer coverage to Eric C</p> <p>Assess stakeholders needs for regular ECHO sessions specific to COVID-19</p> <p>Identify key resources related to COVID-19 and telehealth</p> <p>Post and maintain on TH/TM webpage</p> <p>Resources for telehealth training:  <a href="#">TRC Telehealth Coordinator eTraining</a>  (requires free account setup)</p> <p><a href="#">Tips for Videoconferencing and Telepresenting Etiquette</a></p> <p><a href="#">AMA Quick Guide for Telemedicine</a></p>	<p>All</p> <p>Lisa L</p> <p>NETRC/ Others</p> <p>All</p> <p>NETRC</p>
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<b>Next Steps and Adjourn</b>	<ul style="list-style-type: none"> <li>Danielle reviewed next steps/assignments (see in Action Items) and encouraged all to reach out with questions and/or resources to assist with group activities to further promote telehealth</li> </ul>	<p>Send out meeting summary and resources discussed</p> <p>Poll group on need for another ad hoc meeting in April</p>	<p>Danielle</p> <p>Danielle</p>
<p><b>Next Meeting: Thursday, May 7<sup>th</sup> 10:30A-12P; 109 Capitol St. – Augusta (Room Location TBD – likely remote only)</b></p> <p>And via Zoom: <a href="https://zoom.us/j/515271505?pwd=aVZqSFNXQVUrY0xoSIZ5aVZPT1paZz09">https://zoom.us/j/515271505?pwd=aVZqSFNXQVUrY0xoSIZ5aVZPT1paZz09</a></p>			