Meeting Summary & Action Items

Maine Telehealth and Tele-Monitoring Quarterly Advisory Group Meeting

Date: Thursday, May 7, 2020 10:30AM-12:00PM

Attendees: Lisa Letourneau, Tom Leet, Danielle Louder, Reid Plimpton, Caren Bishop, Rick Redmond, Lisa Harvey McPherson, Rob McCarley, Jim Martin, Andrea Gimpel-Blanchard, Jerry Dubois, Sue Woods, Kevin McGinnis, Sam Hurley, Dennis Smith, Carol Carew, Lisa Nolan, Yvonne Jonk, Alan Jansujwicz, Kayla Coles, Kim Esquibel, Jasmine Bishop, Jeff Sedlack, Mike Towey, Mel Lovering

Issue	Summary/Decisions	Action Items and/or Resources	Lead
Welcome & Agenda Scan	Danielle opened meeting and did agenda scan with the group to ensure all key items were covered	Previous quarterly meeting Zoom link broken; Danielle will set up new link for recurring meetings and send to Advisory members. (See new link below under Next Meeting)	Danielle All
Current Telehealth Landscape in ME and COVID-19 Impact	Policy Update: Danielle and Lisa L provided updates on recent Medicare and MaineCare policy changes: Medicare includes further expansion of eligible services, including expanded list of those services eligible for audio only, and long awaited guidance for FQHCs and RHCs around billing as distant sites. MaineCare updates include new telephone only E/M services, updated guidance on Well-Child visits, telehealth and pharmacy controlled substances, selective waiver updates and more. Also highlighted proposed rule changes that would preserve much of the emergency telehealth policy expansion for MaineCare beyond the pandemic. Proposed rule changes are open for comment through 6/6/2020.	NETRC and others will keep the group apprised of changes, announcements, etc. at both federal and state levels as they become available. **Current Policy Resources:** - MaineCare Telehealth Guidance (Updated 4/16) - CMS Blanket Waivers (Updated 6/12) - Medicare TH Services (Updated 4/30/2020) - CCHP Updates: Medicare FFS Telehealth Coverage and Policy Update Videos	NETRC Lisa

Telehealth Utilization: Initial data are showing massive increases in telehealth utilization across Maine (and the U.S.); Several Advisory members shared data (Lisa L: MaineCare, Jasmine B: MaineHealth, and Jeff S: Harvard Pilgrim) and anecdotal experiences with rapid implementation and/or expansion since the pandemic arrived. Current Barriers and Potential Solutions: Lack of adequate connectivity and/or devices continues to be a significant barrier in many areas across the state – Advisory members and others are working on specific efforts to address, but it takes significant time and resources. Discussed several funding opportunities that are currently open and shared resources: FCC COVID-19 Telehealth Program (rolling app through July), USDA DLT Round 2 (due July 13). Group also discussed critical need to preserve current telehealth policy expansions beyond the pandemic, and the importance of data and success stories to help support this. Yvonne shared that USM Muskie is working on a publication regarding patient/provider satisfaction with telehealth under COVID-19 and polled the group on interest in contributing. Several were interested. Sue stated that it would be valuable to chronicle the benefits with virtual care — any and all - to help support maintaining policy changes. Beyond satisfaction: workflow efficiency, reduced no-show, triaging & caring for non-COVID issues; staff satisfaction, etc… Carol, Jasmine, Jeff Mike and others expressed specific interest in participating in this effort.	Lisa L will share MaineCare TH use slides Group will continue to share data and/or experiences as relevant; Reid shared resource from NYU Langone (see attachment) NYU Langone Telehealth Utilizations Recent media regarding TH utilization in ME: -May Maine Calling Interview: Jasmine B -June BACON Podcast with Dr. Mike Clark: Danielle L -6/16 article RE: Aroostook Mental Health Center: https://www.wagmtv.com/content/news/AMHC-Successfully-Uses-Telemedicine-during-COVID-19-571315761.html -6/16 article RE: Maine Recovery Centers: https://wgme.com/news/state-of-addiction/maine-recovery-centers-rely-on-telehealth-services-during-pandemic Yvonne to reach out to group to engage those interested in contributing to publication	Lisa L All Yvonne

	Revisit/Re-Examine TH/TM Priority Areas and Goals: The group felt that the existing priority areas and goals are still relevant for the most part, with a few minor updates with respect to COVID-19 response and current landscape.	Workgroup leads to coordinate meetings in early July to revise priorities/deliverables and timelines as relevant to current/ emerging landscape	Workgroup leads
	Example: Innovative workforce models – ET3		
	- CMS pushing implementation back until September		
	- EMS currently using telehealth to determine whether they are going into a house. Using smartphones, tablets.		
	- HRSA Telehealth Network grant focused on tele-emergency/EMS this round		
	How do these factors impact our TH/TM priorities and or deliverables? Workgroups to get together in July to discuss and revise as appropriate and share updates with Advisory during August 6 meeting.		
Resources and Opportunities	Current efforts to support telehealth implementation:	NETRC and others to provide updates as things progress	NETRC All
	- Overview of 3/26 ME Telehealth Town Hall – 931 participants; almost 200 Q&A and other resources distributed to participants		
	- 10X increase in request for TA/resources		
	- NETRC holding twice-weekly TH Office Hours to support; Tuesdays focused on implementation/use cases and Thursdays focused on TH Billing and Coding; strong participation among state-wide stakeholders		
	- Stakeholder Project ECHOs focused on TH Implementation (Maine PCA, Health Centric Advisors)		
	- NETRC working with several stakeholders on curriculum development for current providers and students in health professions programs		
	Opportunities to further upscale telehealth services		
	Funding:		
	-HRSA Telehealth Network Grant (due 6/15) for tele-EMS services: Could use this opportunity to push ET3 and take		

	CMS reimbursements out of it; Kevin knows of at least one org in Maine going after this - FCC COVID-19 Telehealth Program – several stakeholders in Maine have applied or plan to -FCC Connected Care Grant – still awaiting info/guidance o Can this advisory group collaborate on a proposal? - Cybersecurity and Infrastructure Security Agency recently released the Rural Emergency Medical Communications Demonstration Project (REMCDP) (Due 6/24) Opportunities per TH/TM Priority Areas: Policy, Behavioral Health, Workforce Models, Primary Care Supports: -Policy supports: collaborate on study of telehealth outcomes/patient satisfaction: • MaineHealth and Muskie are doing this, willing to collaborate with others to publish -Workforce: Emergency response • Use tele-ED model to communicate where the open beds, ICU beds, ventilators are located. Can telehealth be utilized to communicate this to EMS and emergency responders? -Workforce and Primary Care: Skills training, curriculum for staff at the system level • eLearnings that embed in learning management systems; Existing networks such as tele stroke expanding on skills and helping new networks	Current list of FCC funded sites Members to follow up with Jasmine B or Yvonne with questions/interest in participating Jerry D shared info RE: New England Disaster Response effort and encouraged members to reach out with questions or to potentially participate NETRC TH Implementation Toolkit-Maine NETRC has additional existing and new training resources – members can reach out to access	 All All All
Next Steps and Adjourn	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	Send out meeting summary and resources discussed Create new recurring Zoom meeting invite for August and ongoing quarterly meetings	Danielle Danielle

	Reminded group of Advisory Group webpage which houses relevant resources	Schedule Workgroup Meetings for early July, 2020	Workgroup Leads
Next Meeting: Thursday, August 6th 10:30A-12P - likely remote only) **Zoom: https://us02web.zoom.us/j/87371125847**			

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