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School of Social Work



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THE CENTER FOR INNOVATION  
IN BEHAVIORAL HEALTH  
EDUCATION & RESEARCH  
AT SIMMONS UNIVERSITY

**NORTHEAST  
TELEHEALTH**

RESOURCE CENTER

**HRSA**

Health Resources & Services Administration



# TeleHealth 101: Insights for the Behavioral Health Workforce

# Housekeeping Information



This session is being recorded and will be available on the NETRC website.



If you have questions during the webinar, please type your questions into the Q & A tab.



## Collecting CEUs?

You are **required** to complete the satisfaction survey and sign-out linked at the end of training.



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# CIBER

The Center for Innovation in Behavioral Health Education & Research at Simmons University (CIBER) is a hub of innovation in training and research in health care, technology, and substance use that aims to serve urban and rural communities by increasing access to high-quality, evidence-informed care.

# Training Agenda

- 12:35**      HRSA Introduction  
*Miryam C. Gerdine, MPH, Social Science Research Analyst/Project Officer*
- 12:45**      NETRC Introductions  
*Danielle Louder, NETRC; Co-Director MCD Public Health*  
*Reid Plimpton, MPH, NETRC Project Manager*
- 12:50**      Telebehavioral Health 101
- 2:45**      Telebehavioral Health in Social Work Practice  
*Mike Langlois, LICSW*
- 3:15**      Questions
- 3:30**      Training ends  
*Satisfaction Survey & Virtual Sign-Out*

# Telebehavioral Health in Social Work Practice

***Michael Langlois, LICSW***  
*Visiting CIBER Scholar*

# Thank you for joining us!

Please complete the [satisfaction survey and sign out](#) linked in the chat box.

Note: survey completion and sign-out is required if you plan to collect CEUs.



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and will be available on the  
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# Behavioral Health Workforce Education and Training Grant

Simmons University Spring SIMPACT  
Training on Tele-behavioral Health  
April 13, 2020

**Miryam C. Gerdine, MPH**  
**Project Officer, Division of Nursing and Public Health**  
**Bureau of Health Workforce (BHW)**

**Vision: Healthy Communities, Healthy People**



# Telehealth

The use of electronic information and/or telecommunications technologies to support and promote long-distance clinical health care, patient and professional health-related education, public health and health administration

Technologies include videoconferencing, internet, store-and-forward imaging, streaming media, and terrestrial and wireless communications

- Sources: [BHW Health Workforce Glossary](#)
- [ONC Telemedicine and Telehealth](#)





# FY2017 BHWET Grantees:

## Telehealth Activities AY 2017-2018

| Grantee School                              | # who received training in telehealth | Grantee School  | # who received training in telehealth |
|---|---------------------------------------|---|---------------------------------------|
| University of North Carolina at Charlotte   | 29                                    | University of Iowa  | 4                                     |
| <b>Simmons University</b>                   | <b>26</b>                             | West Chester University of Pennsylvania                             | 4                                     |
| Old Dominion University Research Foundation | 26                                    | Georgia Southern University Research and Service Foundation Inc.    | 4                                     |
| University of South Carolina                | 26                                    | University of North Dakota  | 4                                     |
| University of Southern California           | 16                                    | Radford University  | 2                                     |
| University of Georgia                       | 14                                    | Regents of the University of Minnesota                              | 2                                     |
| Plymouth State University                   | 13                                    | University of Texas at Austin                                       | 2                                     |
| Regents of the University of Minnesota      | 10                                    | Trustees of the University of Pennsylvania                          | 2                                     |
| University of North Carolina at Chapel Hill | 10                                    | Research Foundation for the State University of New York (Syracuse) | 2                                     |
| Widener University                          | 10                                    | Research Foundation of The City University of New York (Bronx)      | 2                                     |
| University of Arizona                       | 9                                     | New Jersey City University  | 1                                     |
| University of Nebraska                      | 9                                     | Vanderbilt University   | 1                                     |
| Augusta University                          | 8                                     | University of Illinois  | 1                                     |
| Kent State University                       | 7                                     | Nemours Foundation  | 1                                     |
| University of Maryland                      | 6                                     | California University of Pennsylvania                               | 1                                     |
| University of San Diego                     | 6                                     | <b>Total</b>  | <b>262</b>                            |
| University of North Texas                   | 4                                     |   |                                       |

# FY2017 BHWET Telehealth Trainings: Case Examples

| Grantee School                                      | City/State    | Type of Telehealth   |
|---|---------------|--|
| University of North Carolina at Charlotte           | Charlotte, NC | Developed video case scenarios for an online course, <i>Interprofessional Practice in Healthcare</i> .   |
| SUNY Upstate Medical University, College of Nursing | Syracuse, NY  | Training students in tele-psychiatry during clinical field placement with the goal reaching children and adolescents in rural areas.   |
| Simmons University School of Social Work            | Boston, MA    | Included a telehealth module in their <i>Healthcare and Social Work Practice</i> course.   |
| University of South Carolina                        | Columbia, SC  | Telehealth rotation in behavioral health; integrated telehealth into the APRN curriculum and completed a Telehealth Simulation exercise with 60 APRN students which included 10 PMHNP students.  |
| Kent State University                               | Kent, OH      | Project ECHO utilizes a “hub and spoke” structure to expand knowledge and skill of healthcare practitioners. Hub teams facilitate monthly educational teleECHO clinics offering didactic lectures, mentorship, and consultative feedback on strategies for successful team building for integrated care practices. |



# Telehealth Needs

- Support for faculty education and training in telehealth
- Support for curriculum development in telehealth
- Readiness assessment
  - Technology
  - Enablers and barriers
  - Ethical Dilemmas



# Telehealth Opportunities

- Opportunities for technology-based clinical supervision
- Most effective combined with human support
- Growing evidence/data
  - HRSA Evidence-Based Tele-Behavioral Health Network Program



# Telehealth Resources

- [NHSC Telehealth](#)
- Office of Telehealth
  - [Telehealth Resources Centers \(TRCs\)](#)
  - [Telehealth Compendium](#)
- [NEXUS BHWET Telehealth Track](#)
- [Center of Excellence for Behavioral Health Technical Assistance – Telehealth COP](#)
- Case Study: [University of Arizona & St. Elizabeth's Health Center Telepsychiatry Depression Treatment Program](#)
- Article: [Telehealth In Health Centers: Key Adoption Factors, Barriers, and Opportunities](#)



# Questions



# Contact Us

**Miryam Gerdine:** [MGerdine@hrsa.gov](mailto:MGerdine@hrsa.gov)



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[www.HRSA.gov](http://www.HRSA.gov)



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**TELEHEALTH**  
RESOURCE CENTERS

*The NCTRC is dedicated to building **sustainable telehealth programs** and improving health outcomes for rural and underserved communities.*



# TeleHealth 101: Insights for the Behavioral Health Workforce

HUMAN SERVICES - USA  
Reid Plimpton, MPH

Project Manager- Northeast Telehealth Resource Center ([www.netrc.org](http://www.netrc.org))

04/13/2020

# Brief Presentation Outline

- Surveying the Telehealth Landscape
  - Telehealth 101: 5,000 Foot Overview
- FAQ's and Topic Examples
  - Interesting Use Cases
- Useful Resources
- Q & A

# Disclaimer and Acknowledgements

- Any information provided today is not to be regarded as legal advice.
- NETRC has no relevant financial interest, arrangement, or affiliation with any organizations related to commercial products or services discussed in this webinar.

## **Acknowledgements:**

Mei Kwong, CCHP

National Consortium of Telehealth Resource Centers

# About Us



**MEDICAL CARE DEVELOPMENT, INC. (MCD)**

Improving the health and wellbeing of people

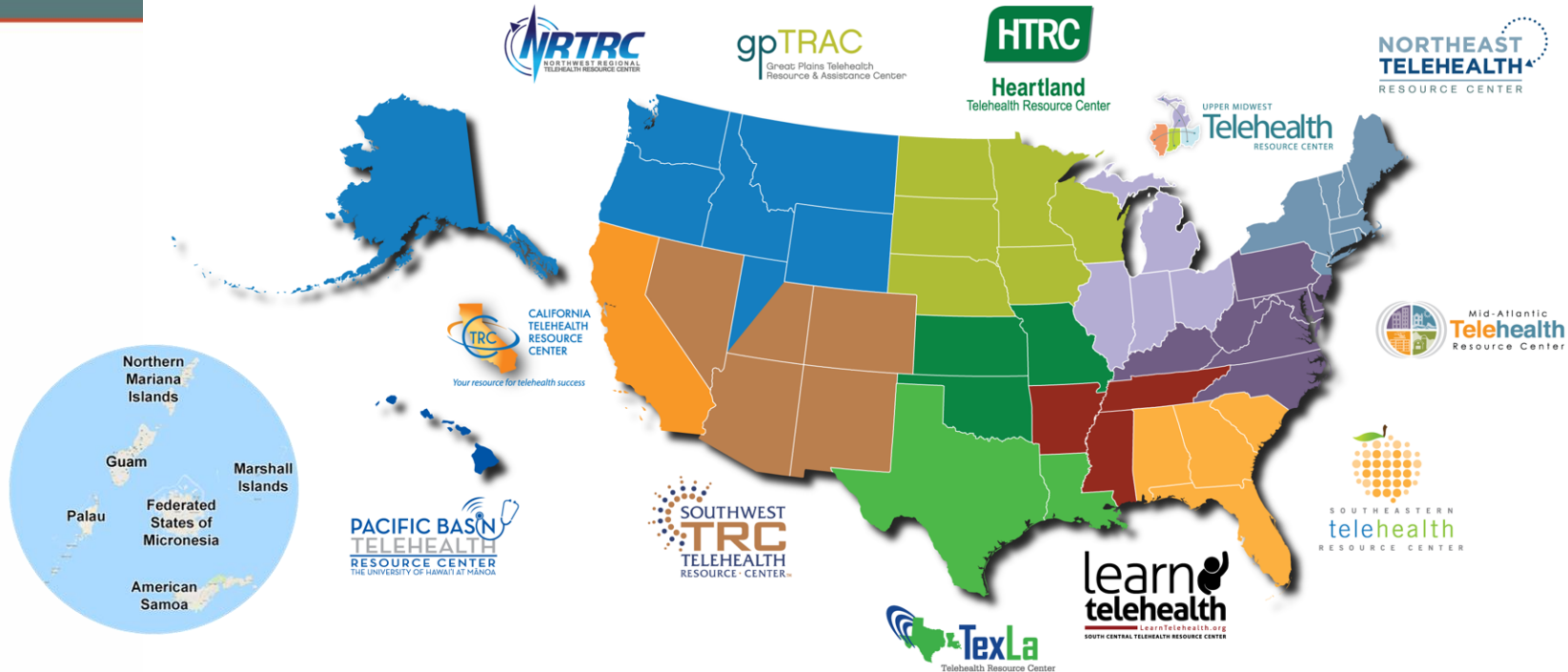


THE  
**University of Vermont**  
MEDICAL CENTER



NATIONAL CONSORTIUM OF  
**TELEHEALTH**  
RESOURCE CENTERS

# TelehealthResourceCenters.org



2 National Resource Centers

|       |        |       |
|-------|--------|-------|
| NRTRC | gpTRAC | NETRC |
| CTRC  | HTRC   | UMTRC |
| SWTRC | SCTRC  | MATRC |
| PBTRC | TexLa  | SETRC |

12 Regional Resource Centers

# Mission & Aim

The TRCs are funded by the Federal Office of Rural Health Policy (FORHP), under HRSA's Office for the Advancement of Telehealth

## Our Aim

Connecting rural communities and helping them overcome geographic barriers to receive quality healthcare services.

## Our Mission

Foster the use of telehealth technologies to provide health care information and education for health care providers who serve rural and medically underserved areas and populations.



# NETRC: About Us

- Technical Assistance includes no-cost resources and expertise on telehealth reimbursement, equipment selection, legal & regulatory issues, and more. A few examples Include:

## [NETRC Site & Telehealth Resource Library](#)

Latest in national and regional telehealth news and resources  
Over 3,500 publicly available journal articles  
and other resources

[Annual Regional Telehealth Conference](#) ([www.netrc.org/conference](http://www.netrc.org/conference)) Opportunity to network and learn from regional colleagues!

## [National Telehealth Resource Center website](#)

Fact Sheets, Guides and Templates,  
Evidence for Telehealth, Webinar series, etc.

- Educational Presentations and Webinars
- In-depth consultative services are also available, and more!



# What is Telehealth? - Terminology

You'll often hear **Telehealth** and **Telemedicine**. These terms are sometimes used interchangeably. What's the difference?

- Telehealth: **Telehealth is an umbrella term**, which includes telemedicine and other modalities of communication. It encompasses a broader spectrum of healthcare delivery.
- Telemedicine: **Telemedicine is direct clinical care** provided from a distance using electronic communication to provide/support clinical care.
- Other Terms: You may hear other terms frequently used when discussing telehealth such as eHealth, mHealth, digital care, etc. We will focus on the terms “telehealth” and “telemedicine”.



# What is Telehealth?

**Broadly: the provision of health care, public health, and health education at a distance using telecommunications technologies.**

*See also: Telemedicine, Telepractice, Tele-X (specialties like telepsychiatry), Virtual Health, Connected Care, Digital Health, eHealth, eVisits*

## **Telehealth vs. Telemedicine**

While “telemedicine” has been more commonly used in the past, “telehealth” is a more universal term for the current broad array of applications in the field. Its use crosses most health service disciplines, including dentistry, counseling, physical therapy, and home health, and many other domains. Further, telehealth practice has expanded beyond traditional diagnostic and monitoring activities to include consumer and professional education.

***Note: Telehealth is not a service or medical specialty, but a tool used to deliver care.***



# What is Telehealth? – 3 Common Modalities



Video-  
conferencing  
(Synchronous)



Store And  
Forward  
(Asynchronous)



Remote  
Patient  
Monitoring  
(RPM)

# Where is Telehealth?



# Everywhere!

- Academic Medical Center
- Airplane
- Boat
- Celebrity Tour Bus
- Coal Mine
- Community Health Center
- Community Mental Health Center
- Disaster Zone
- FQHC
- Home
- Hospital
- Public Health Dept.
- Public Library
- Nursing Home
- Oil Rig
- Prison
- Refugee Camp
- Retail Pharmacy
- Rural Health Center
- Public School
- *And Many More!*

# Select Telehealth Uses

- Behavioral Health
- Burn
- Cardiology
- Dentistry
- Chronic Care Management
- Dermatology
- Education / Grand Rounds
- Emergency Services / Trauma
- Family Planning
- Genetics
- Home health
- Infectious Disease
- Medication Adherence
- Neurology /Stroke care
- Obstetrics and Gynecology
- Oncology
- Ophthalmology
- Pain Management
- Pathology
- Pediatrics
- Palliative Care
- Primary Care
- Psychiatry
- Radiology
- Rehabilitation
- Rheumatology
- Surgical
- Wound Care
- *And more!*





# The Value of Telehealth

Telehealth carries different value for varying perspectives.

# Find solutions to...

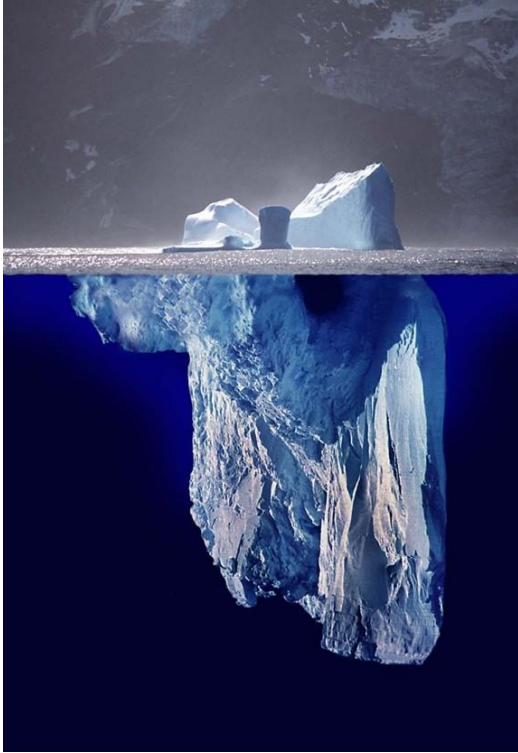
- provide less costly
- more efficient
- higher quality care



| Patients  | Communities   | Primary Care Providers   | Specialists  | Health Plans   |
|---|---|--|--|--|
| <ul style="list-style-type: none"> <li>• Accessibility: care when and where they need it</li> <li>• Affordability: reduces travel time, expense and time away from work/family</li> <li>• Timeliness: reduces wait time to access specialists</li> <li>• Integrated and coordinated, “team approach” to care</li> </ul> | <ul style="list-style-type: none"> <li>• Keeps patients local whenever possible</li> <li>• Promotes rapid diagnosis and treatment linked to improved patient outcomes</li> <li>• Improves outcomes and therefore improves health of population</li> </ul> | <ul style="list-style-type: none"> <li>• Promotes coordinated care</li> <li>• Reduces provider isolation</li> <li>• Maintains primary relationship with patient</li> <li>• Promotes greater patient satisfaction</li> <li>• Generates revenue – visit reimbursement</li> <li>• Access to education</li> <li>• Working at top of scope</li> </ul> | <ul style="list-style-type: none"> <li>• Extends reach to patients</li> <li>• Teaching and partnership with PCP reduces the need for future, same-type referrals</li> <li>• Promotes coordinated care</li> </ul> | <ul style="list-style-type: none"> <li>• Promotes timely access to care</li> <li>• Increases “provider availability” in geographically challenged areas</li> <li>• Cost savings <ul style="list-style-type: none"> <li>• Prescriptions</li> <li>• Ancillary tests</li> <li>• Patient transportation</li> </ul> </li> </ul> |



# Telehealth 101= Only the Tip of the Iceberg!



## Other Common Questions that Regional TRCs receive include:

- Reimbursement
- Program development
- Strategic planning and market analysis
- Licensing & credentialing
- Malpractice & liability
- Regulations & other legal considerations
- Internet prescribing
- Technology selection
- Security, privacy, & HIPAA compliance
- Workforce development and training
- Best practices and networking
- Tools, sample forms, templates, etc.
- Program evaluation
- Research and Supporting Evidence
- *And more!*



# Telehealth Use Cases

When designed with the proper goals in mind, telehealth use cases are often: Effective, Innovative, & truly Unique; Here are some of our favorites.

# TeleWow!

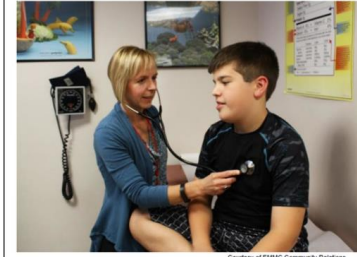
## Eastern Maine Medical Center:

- WOW! Program: Way to Optimal Weight - tiered program for children and adolescents (age 4-19), with body mass index (BMI) at or above 85<sup>th</sup> percentile designed for children who are at higher risk for weight related health problems

## Program Description and Outcomes:

- Multidisciplinary visits via live videoconferencing
  - MSW, clinician, and nutritionist take turns
- Benefits Include:
  - Provides program access and health benefits to patients in some of Maine's most rural communities
  - High Patient and family satisfaction – decreased travel time/cost
  - High satisfaction among provider team

Weight loss program for kids at EMMC works to boost confidence, teach healthy lifestyles



Courtesy of EMMC Community Relations

# Primary Care by Boat!

## Maine Seacoast Mission (ME):

- 110 years old with history of spiritual and medical care provided by nurses visiting the islands.

## Program Description:

- Telemedicine started 14 years ago to four islands visited by Sunbeam - going off island for a medical appointment can be a 2- 3 day trip.
- Primary Care provided on 5 islands, 3 by Sunbeam and two land-based units operated by trained medical assistants.

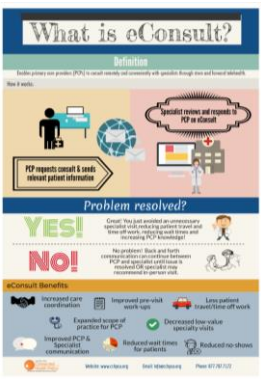


# Provider-to-Provider Models

**eConsults:** Enables primary care providers (PCPs) to consult remotely and conveniently with specialists via store and forward

**New Medicare Codes – CY 2019 Physician Fee Schedule Interprofessional Internet Consultation (CPT codes 99452, 99451, 99446, 99447, 99448, and 99449):**

These codes cover interprofessional consultations performed via communications technology such as telephone or Internet, supporting a team-based approach to care that is often facilitated by electronic medical record technology.

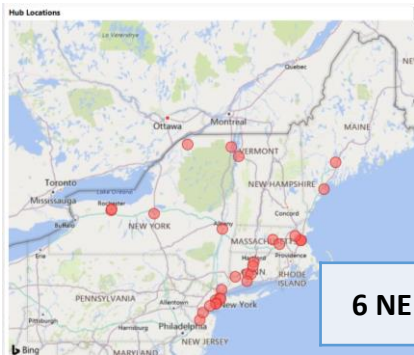


# Provider-to-Provider Models

## Project ECHO:

### Extension of Community Healthcare Outcomes

- Medical education model focused on enhancing capacity of rural providers to manage complex patients locally, through specialty support and communities of practice
- Several existing ECHO hubs across the Northeast and more emerging across the region



6 NE States

35 Hubs

70 Programs



## Explore the ECHO Movement

ECHO Partner Locations

Count: 294

Last Updated: 05/09/2019



# Provider-to-Provider Model



## Distance Learning Methods:

- **CME Based Web Events & Webinars**
- **Distance Learning And Telemedicine Grants (DLT Grant funded by USDA)**  
<http://www.rd.usda.gov/programs-services/distance-learning-telemedicine-grants>
  - The DLT program provides or improves Distance Learning and/or Telemedicine Services in Rural America by funding equipment that allows rural residents to access distance learning or telemedicine services from hub sites located in larger urban or suburban areas



# Telehealth Policy & Reimbursement



# MEDICARE

## HISTORY OF FEDERAL TELEHEALTH POLICY IN MEDICARE

### Balanced Budget Act of 1997

- Medicare beneficiaries in rural HPSAs may receive care via telehealth
- Practitioner required to be w/patient during consult
- Consulting & Referring physicians share fee (75/25)

### Benefits Improvement & Protection Act 2000 Medicare

- Included non-MSA sites
- Eliminated fee sharing
- Expanded eligible services for reimbursement

### Improvements for Patients & Providers Act,

- Expanded list of facilities that may act as an originating (patient location) site

### Various Changes Made Administratively

- Credentialing & Privileging Regulations
- Increase in number of codes reimbursed
- Redefinition of “rural”
- Inclusion of Chronic Care Management Codes

**Medicare telehealth statutory policy very limited & has not changed much in recent years**

# Medicaid Overview - Northeast

- ✓ State specific
- ✓ Parity laws – coverage vs. payment
- ✓ Modifiers
- ✓ Place of service / Originating site
- ✓ Custom charges

## Other Common Telehealth Restrictions



The specialty that  
telehealth services  
can be provided for



The types of services or  
CPT codes that can be  
reimbursed (*inpatient  
office, consult, etc.*)



The types of  
providers that can  
be reimbursed (*e.g.  
physician, nurse, etc.*)

# STATE TELEHEALTH PROGRAMS – NO TWO ARE ALIKE!

49 states

have a definition  
for **telemedicine**

50 states

(and DC) reimburse for  
**live video**

14 states

Reimburse **service  
to the home**

21 states

Reimburse **RPM**



# GENERAL TRENDS

State Medicaid programs continue to reduce barriers

- New Hampshire - Eliminated geographic barrier
- Vermont - Eliminated provider type restrictions

13 STATES  
ALLOW THE  
HOME AS  
PATIENT SITE

15 STATES & DC  
ALLOW SCHOOL  
AS PATIENT SITE

EXPANSION OF  
ORIGINATING  
SITES &  
SPECIALTIES

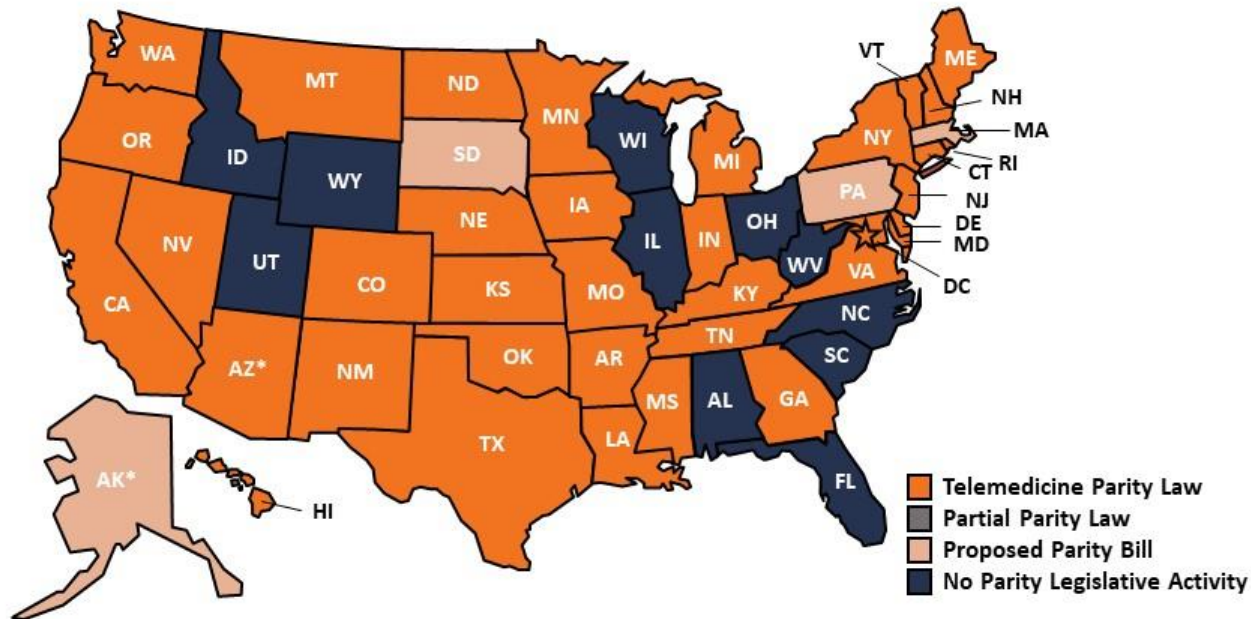
7 STATES ALLOW  
FOR  
TELEDENTISTRY

13 STATES  
ALLOW FQHC  
AND/OR RHC AS  
DISTANT SITE

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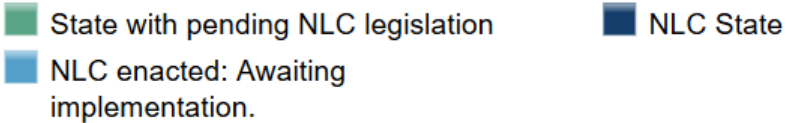
# States with Parity Laws for Private Insurance Coverage of Telemedicine (2018)



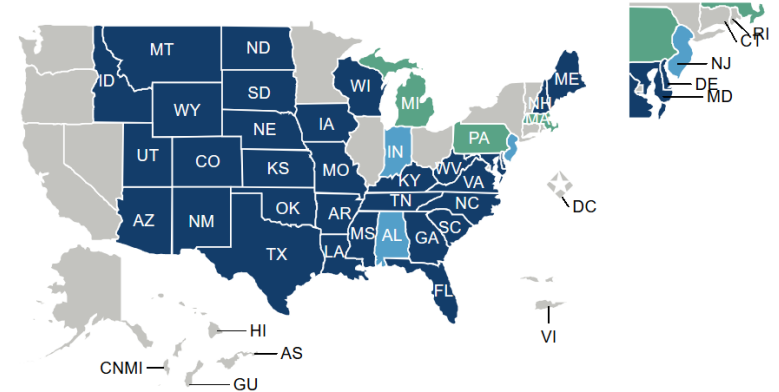
States with the year of enactment: Alaska (2016)\*, Arizona (2013)\*, Arkansas (2015), California (1996), Colorado (2001), Connecticut (2015), Delaware (2015), Georgia (2006), Hawaii (1999), Indiana (2015), Iowa (2018), Kentucky (2000), Louisiana (1995), Maine (2009), Maryland (2012), Michigan (2012), Minnesota (2015), Mississippi (2013), Missouri (2013), Montana (2013), Nebraska (2017), Nevada (2015), New Hampshire (2009), New Jersey (2017), New Mexico (2013), New York (2014), North Dakota (2017), Oklahoma (1997), Oregon (2009), Rhode Island (2016), Tennessee (2014), Texas (1997), Vermont (2012), Virginia (2010), Washington (2015) and the District of Columbia (2013)

States with proposed legislation: In 2018, Alaska, Massachusetts, Pennsylvania, and South Dakota

\*Coverage applies to certain health services.



## Current NLC States and Status



# Policy and Reimbursement Resources

## **CMS/Medicare**

- [Medicare Telemedicine Health Care Provider Fact Sheet](#)
- [Medicare Learning Network \(MLN\) Booklet – 2020](#)
- [Medicare - Covered Telehealth Services CY2019 and CY 2020](#)

## **Office of Civil Rights**

- [FAQs on Telehealth and HIPAA during COVID-19 public health emergency](#)

## **DEA COVID-19 Information Page**

## **SAMHSA COVID-19 Page**

## **Center for Connected Health Policy**

- [Telehealth Coverage Policies in the Time of COVID-19](#)
- [COVID-19 Related State Actions](#)
- [Billing For Telehealth Encounters](#) – CCHP 2020 Guide on Fee-for-Service

## **Federation of State Medical Boards – Board by Board Review**

- [States Waiving Licensure Requirements During COVID-19](#)

# Speech Telepractice

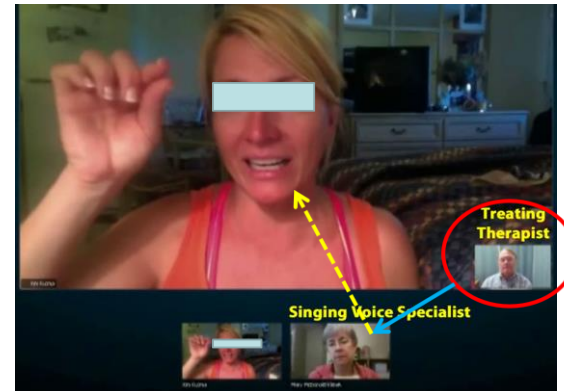
## Waldo County General Hospital

Michael Towey, MA, CCC-SLP

Manager Speech-Language Pathology Department

Fellow of the American Speech-Language-Hearing Association

## National TRC Webinar – Innovation and Impact with Speech Language Pathology Telepractice





# School-based Telepsychiatry

## Athol Hospital/Heywood Healthcare (MA):

- Critical access, non-profit acute care hospital serving 9 Communities in North Quabbin Region.

## Program Description and Outcomes:

- Collaborative program between hospital, school district, and behavioral health, initially supported by grant funds
- Benefits Include:
  - Increased access to vital child psychiatric services
  - Improved medication management
  - High student, family and provider satisfaction
  - Anticipated outcomes: Decreased ED utilization and improved academic achievement



*Photo courtesy of AMD Global Telemedicine*

Launched 1st school  
in 2016 – funding  
from MA HPC and  
HRSA to expand to  
four more!

# Telepsychiatry in SNFs

## University of Vermont Medical Center:

- Academic medical center links 16 hospitals and three nursing homes in VT and NY with services in: pediatric critical care, telederm, and NH telepsychiatry; implementation of palliative care, maternal and fetal medicine, teleneurology, and teleortho
- Telepsychiatry program serves nursing homes in VT and upstate NY

## Program Description:

- Workflow includes: 1) Pre-consultation review of patient history, meds; 2) Case Synopsis w/RN; 3) Full Psych Assessment and other studies as needed; 4) Follow up: MD consult note, medications, care approaches
- Collaborative model with nurse, social worker and family/caregivers on site with patient
- Technology: point-to-point, live video with PTZ camera





# Where can I learn more about Telehealth?

[www.TelehealthResourceCenter.org](http://www.TelehealthResourceCenter.org)



# Learning More

The NCTRC website houses fact sheets on telehealth policy, reimbursement, business development, FDA approved technology and more.

Various guides and research resources are also available to help develop your telehealth program.

If you cannot find relevant resources, be sure to contact your regional TRC for expert technical assistance.

Learn more at [www.telehealthresourcecenter.org](http://www.telehealthresourcecenter.org) .



*Join our newsletter!*



# Questions?

# Thanks for Listening!

[www.netrc.org](http://www.netrc.org) | 800-379-2021

