Enhanced Telemedicine Capabilities in a Mobile Integrated Health Program to Improve Primary Care Access During COVID pandemic

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MOBILE INTEGRATED HEALTH
A JOINT UMMC-BCFD PROGRAM

Objectives

- Define Telemedicine
- Define Telehealth
- Review Reimbursement
- Identify how telemedicine has adapted due to COVID pandemic
- Identify MIH role in augmenting PCP/specialist visit
- Future Considerations for telemedicine

Telemedicine vs Telehealth

Telemedicine: the remote diagnosis and treatment of patients by means of telecommunication technology

Telehealth: inclusive term for the wide collection of applications in the field. Telehealth can involve providers, ancillary staff

Prior to March 6 2020, for reimbursement by Medicare, the originating site must be *located within a Health Professional Shortage Area* or a county outside of a metropolitan statistical area

Abbasi-Feinberg F. (2020). Telemedicine Coding and Reimbursement - Current and Future Trends.

Telemedicine pre-COVID Documentation Requirements

Utilized by only 8 percent of Americans in 2019

Reimbursement:

- Billable space
- Location of patient
- Established patient
- Specific codes
- Modifier for coding
- Lower Reimbursement
  - Payer specific
  - Provider specific

States Expanding Telehealth in Medicaid In Response to COVID-19 By Adjusting Key Areas

Populations

Expanding the Medicaid populations that can use telehealth

Services & Payment Rates

Allowing new services to be delivered via telehealth

Adjusting payment rates and cost sharing

Technology

Expanding the technologies used to deliver telehealth

Allowing more types of distant and originating sites

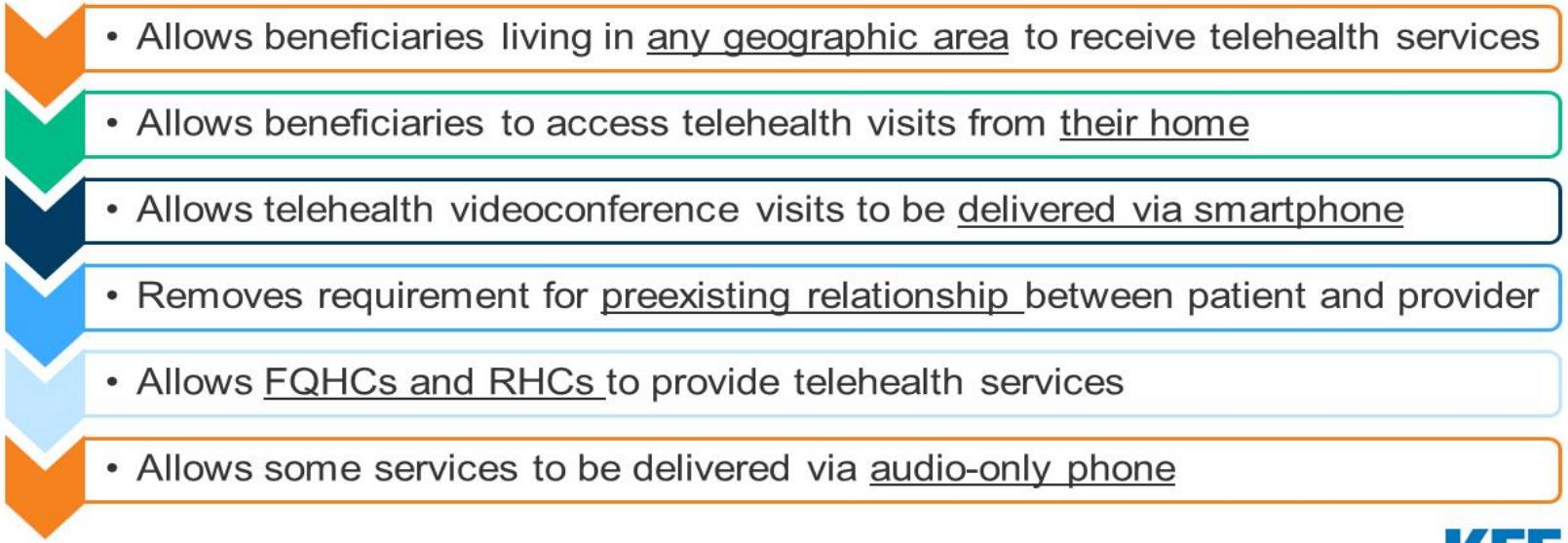
Providers

Broadening provider types that may deliver services via telehealth

Key Changes

Figure 5

Key Changes to Coverage Restrictions for Medicare Fee-for-Service During the COVID-19 Emergency



NOTES: Changes enacted as part of the Coronavirus Preparedness and Response Supplemental Appropriates Act and the CARES Act.
SOURCE: Centers for Medicare and Medicaid Services (CMS), Medicare Telemedicine Health Care Provider Fact Sheet, March 2020. CMS Press Release. March 30, 2020.

KFF
HENRY J KAISER FAMILY FOUNDATION

What is Mobile Integrated Health?

- Community Paramedics into the homes of patients to help with
  - Chronic disease management
  - Healthcare education
  - Post-hospital discharge follow-up
  - Prevent hospital admission
  - Prevent hospital readmissions
  - Improve quality of health for the patient

Patient Demographics

- Average Age: 61
- Gender:
  - 64% female
  - 36% male
- Race:
  - African American 89%
  - White 11%
- Patients reside in West Baltimore
  - Median household income: $50,379
  - Per Capita Income: $31, 271
  - Persons in poverty: 20%
- Payor:
  - Medicare 54%
  - Medicaid 38%
  - Commercial 8%

THS Telehealth

Use secure electronic platform to assess and care for patients:

- To decrease the volume of persons seeking care in facilities
- Improves quality of care
- Decreases fear and anxiety
- Improves patient satisfaction
- Decreases readmission

COVID induced Healthcare Barriers

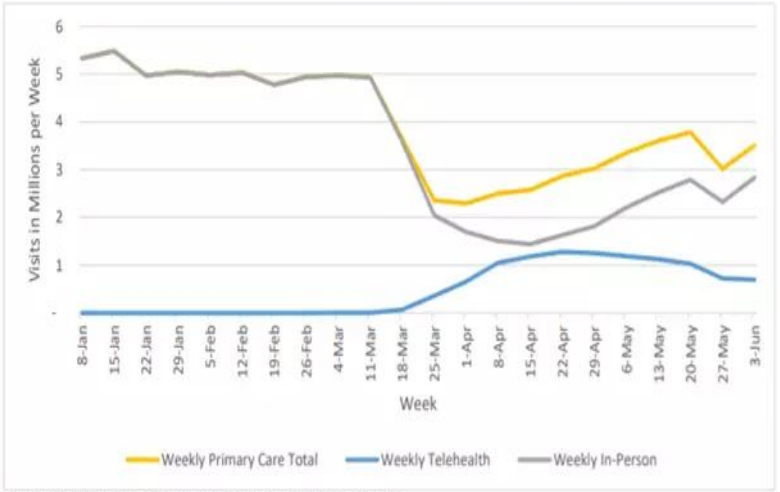
Accessibility

- Primary care visits declined by almost 60%.

Fear

- Patients
- Providers and staff

Figure 1. Primary Care Visits for FFS Medicare Beneficiaries (visits in millions per week)



Source: Medicare claims data up to June 3rd, available as of June 16.

Ateev Mehrotra et al, The Impact of COVID-19 on Outpatient visits in 2020

THS Program during Pandemic

Only MIH program in Maryland to:

- Maintain operations, including in-home visits
- Expand staff

Results

From March - August 2020

- 229 patients were enrolled in the THS program,
  - Telehealth was utilized 26 times for 15 patients to connect with their PCP or specialist

Method:

- Retrospective chart review

Results

Largest number telemed visits were in collaboration with UMMS Heart failure clinic

- 21 out of 26 telemedicine visits were with Heart Failure Nurse Practitioner
  - Vital signs
  - Physical Exam
  - Obtain accurate weights
  - Medication reconciliation

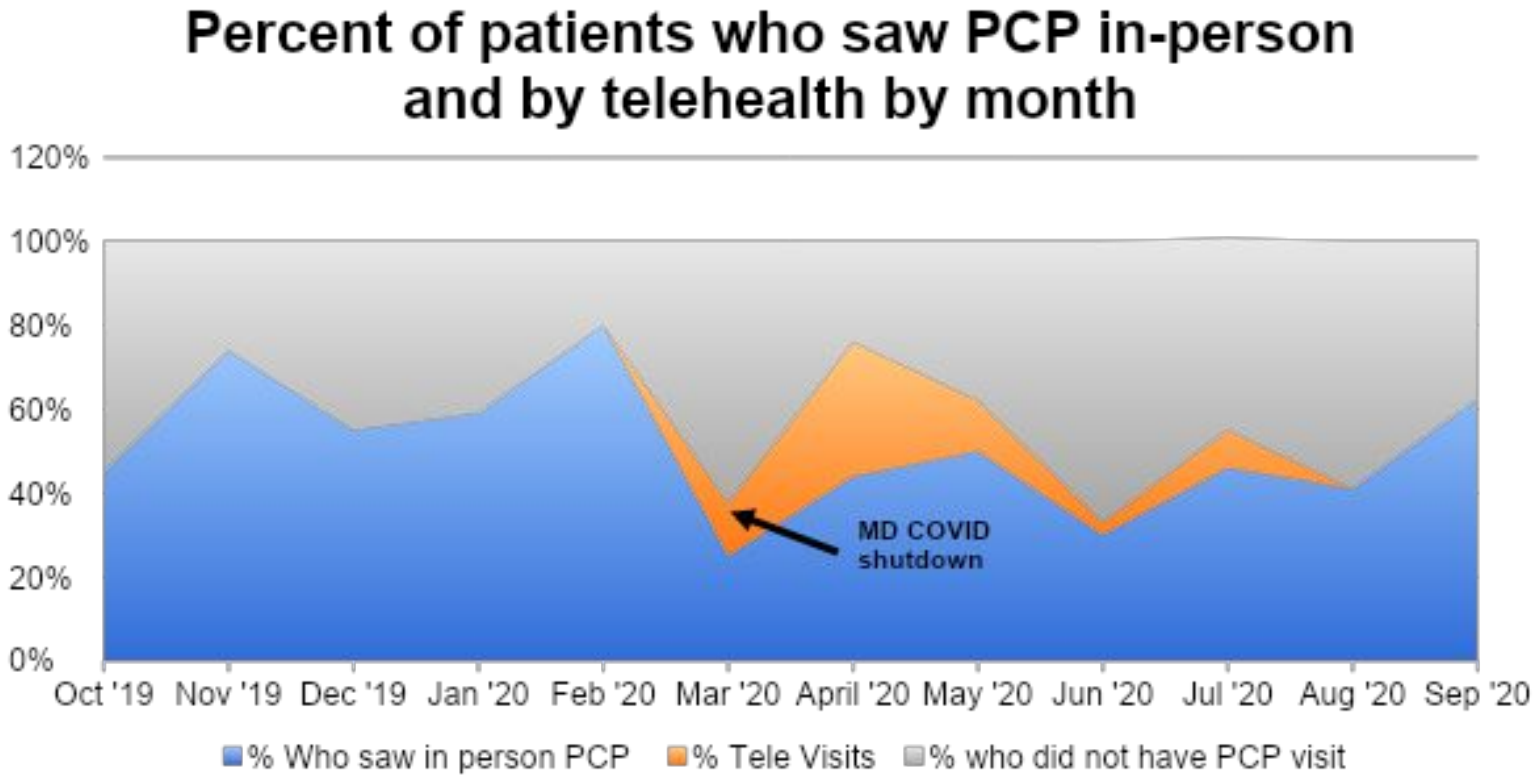
Results

During 30 day period:

- 4 patients went to ED
- 3 patients were admitted to the hospital

	Readmission Rate	
	Not risk adjusted	Risk adjusted
Tele-med	12.5%	7.7%
Non-tele-med	22.0%	16.0%

THS Data


Percent of patients who saw PCP in-person and by telehealth by month
120%
100%
80%
60%
40%
20%
0%
MD COVID shutdown
Oct '19
Nov '19
Dec '19
Jan '20
Feb '20
Mar '20
April '20
May '20
Jun '20
Jul '20
Aug '20
Sep '20
% Who saw in person PCP
% Tele Visits
% who did not have PCP visit

Patient Satisfaction

Satisfaction rating on 10 point Likert scale for 6 month time frame:

- THS patients
  - participated in telemedicine visits had average rating of 10
  - who did not participate had average rating of 9.8

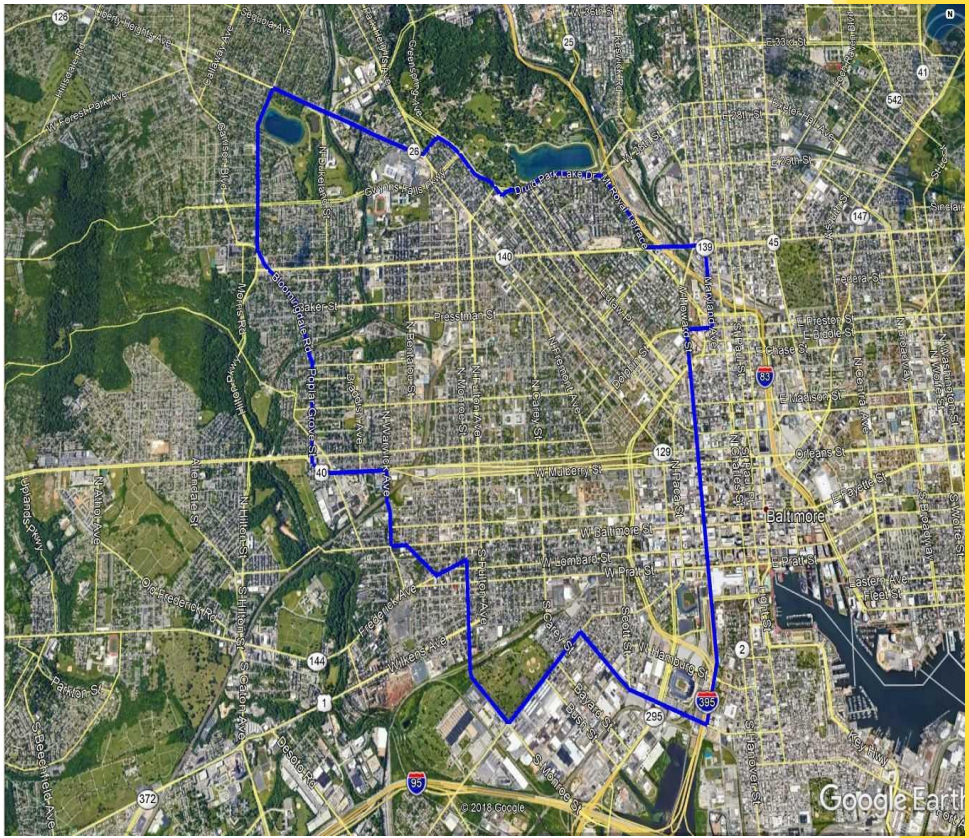
Limitations

- Small sample size
- Only reviewed 6 months of data
- Informal
- Limited data collection

Limitations

Enroll Only patients who live in West Baltimore

- 21201
- 21216
- 21217
- 21223
- 21229
- 21230



Future Considerations

- Social Determinants of Health
- Mental health resources
- Care coordination program
- Consistent telehealth solution
  - OTTO vs Dozy.me vs Zoom

Future Considerations

- Educate patient on benefits of a virtual visit
- Virtual Health Outreach team
- Continue development of the digital platforms
- Utilize Lifeline

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Telehealth Resources

Telehealth.hhs.gov: US federal government site with telehealth resources for healthcare providers and patients

National Consortium of Telehealth Resource Centers: Consists of 12 regional and 2 national Telehealth Resource Centers (TRCs) established to provide assistance, education, and information to organizations and individuals who are actively providing or interested in providing health care at a distance

Medicaid & CHIP Telehealth Toolkit: Provides states with statutory and regulatory infrastructure considerations related to their telehealth capabilities and coverage policies

American Medical Association: Telehealth Implementation Playbook