



CALIFORNIA QUALITY COLLABORATIVE
Breakthroughs for Better Health Care

California Quality Collaborative

COVID-19 Sharing & Learning
Telehealth for IPAs

Thursday, April 2, 11:00 PST



Tech Tips – Zoom Meetings

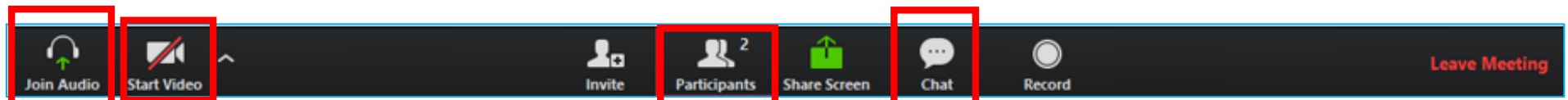


Attendees are automatically MUTED upon entry

Refrain from using the hold button

Please use the chat box if you have questions or would like to participate

Direct messages to Jose if you have any technical issues



Click to join audio

Click to show your video or turn it off

Click to see who else has joined

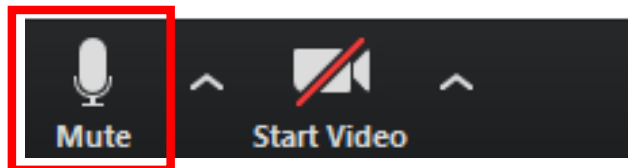
Ask questions and insert comments

Tech Tips – Mute/Unmute

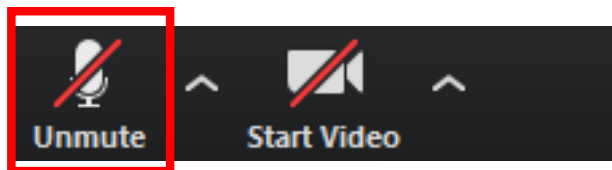
Joined through Computer Audio



Click the microphone icon to unmute yourself



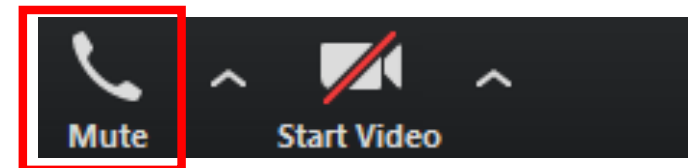
Click the microphone icon to mute yourself



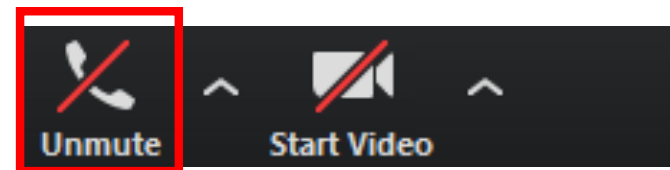
Joined through Phone Audio



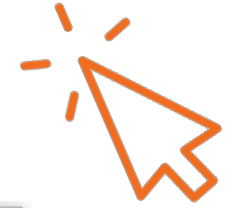
Press *6 to unmute yourself or click the phone icon



Press *6 to mute yourself or click the phone icon



Tech Tips – Zoom Polls



Attendance

1. From where are you joining us today?

Northern California

Southern California

Outside of California

Submit

Select your answer

Attendance

1. From where are you joining us today?

Northern California

Southern California

Outside of California

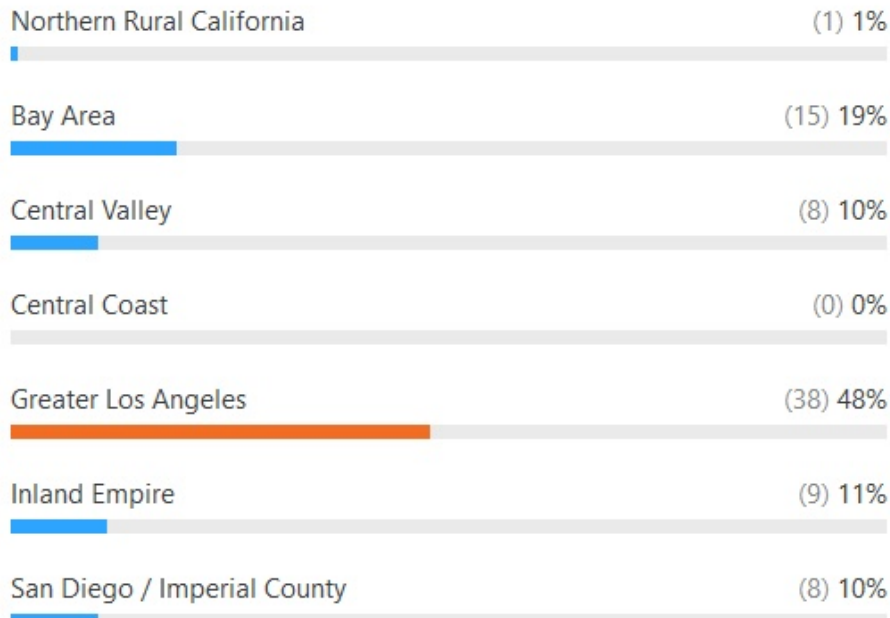
Submit

Click the blue Submit button to complete the poll

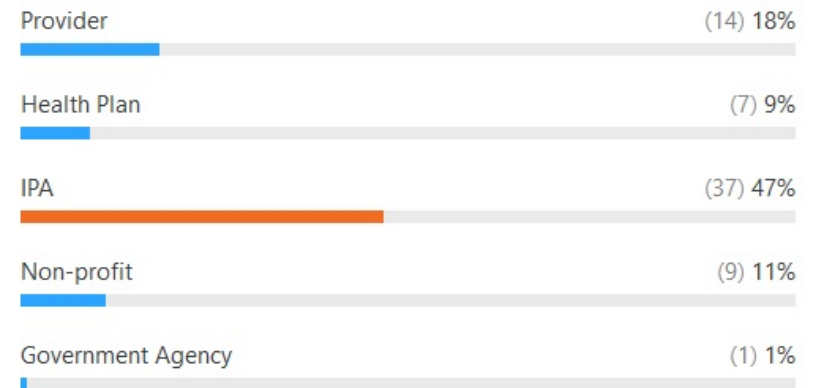
Poll: Who's in the (virtual) room?



- From where are you dialing?



- What type of organization are you part of?



About CQC



California Quality Collaborative (CQC) is a healthcare improvement organization dedicated to advancing the quality and efficiency of the health care delivery system in California.

- Generates scalable and measurable improvement in the care delivery system important to patients, purchasers, providers, and health plans.
- Governed by a multi-stakeholder committee and is administered by the Pacific Business Group on Health.

HealthNet Request for Support (RFS) for: Telehealth Capacity

HealthNet Telehealth Capacity Opportunity

Telehealth funds are being offered to assist with virtual visits between patients and providers. Telehealth is a service requirement in response to COVID-19.

Medi-Cal providers may need assistance to meet this requirement. Funds will be directed toward those providers who have limited and/or no telehealth infrastructure, and will support the build out and/or significant expansion of current telehealth capacity.

- Available to: Safety net community clinics, FQHCs, and independent small practices
- Maximum funding amount of \$125,000 per grantee
- Total Available Funds: Up to \$5.9M from Undertakings 29(b)
- Proposal Deadline: April 7th at 12pm PST
- **Link to application available [on our resource page](#)**

Today's Objectives



In this webinar, participants will:

- Understand high-level telehealth guidance developed during the crisis.
- Surface challenges and exchange solutions for IPAs supporting telehealth in small/independent practices.
- Identify resources or opportunities to promote use of telehealth in IPAs.



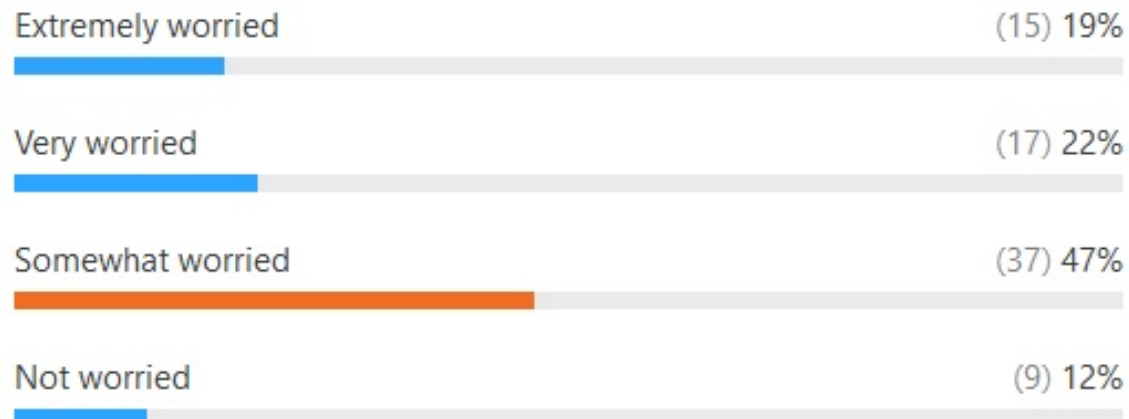
See CQC's COVID-19 Resource page for additional tools

calquality.org/resources/covid-19-resources



Pol: Impact

- As an IPA, how worried are you about your organization's financial health?



Telehealth Policy Federal & State

Area	Source - Key Resource
Federal	<ul style="list-style-type: none"> • CMS <ul style="list-style-type: none"> • Current Emergency Site: COVID-19 • Medicare Telemedicine Health Care Provider Fact Sheet: Coverage; Payment (rev 3/17/20) • HHS/OCR <ul style="list-style-type: none"> • HIPAA Compliance Updates • Center for Connected Health Policy <ul style="list-style-type: none"> • Federal Telehealth Coverage in time of COVID-19: Medicare FFS, Licensing; Coding; Privacy (rev 3/31/20) • COVID-19 State Related Actions: Removed policy barriers to telehealth utilization (rev 4/1/20)
State / CA	<ul style="list-style-type: none"> • CA Department of Managed Health Care <ul style="list-style-type: none"> • All Plan Letter 20-009 - Reimbursement for Telehealth (3/18/20) • CA Department of Health Care Services <ul style="list-style-type: none"> • All Plan Letter Supplement – Medi-Cal Managed Care Health Plans Emergency Telehealth Guidance (3/24/20) • Medi-Cal Payment for Telehealth and Virtual/ Telephonic Communications Relative to COVID-19 (3/24/20) • Behavioral Health Information Notice 20-009 (3/19/20) • Medi-Cal Emergency Provider Enrollment (3/23/20) • CA Insurance Commissioner <ul style="list-style-type: none"> • State of Emergency Filing Requirements (3/18/20)

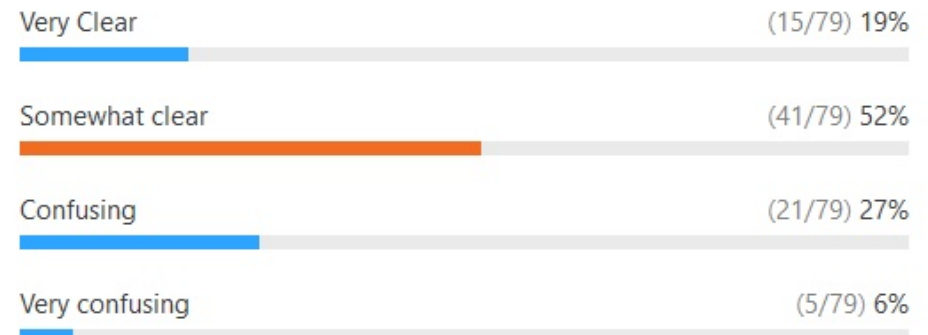
Telehealth – Payor reimbursement

- What payors are reimbursing for and doing?

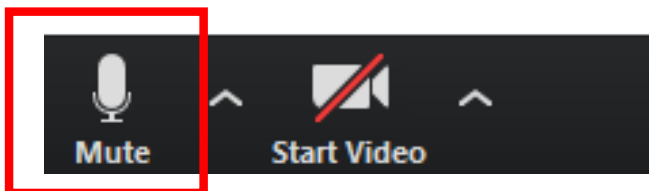
Examples :

- [Aetna](#)
- [Cigna](#)
- [United](#)
- [Health Net](#)

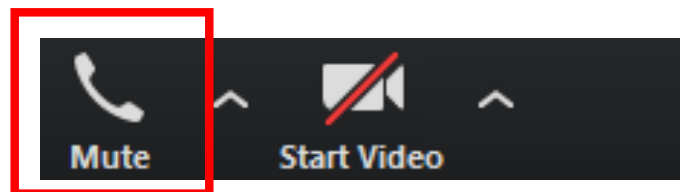
- **Poll:** How is the information received from your health plan(s)?



Click



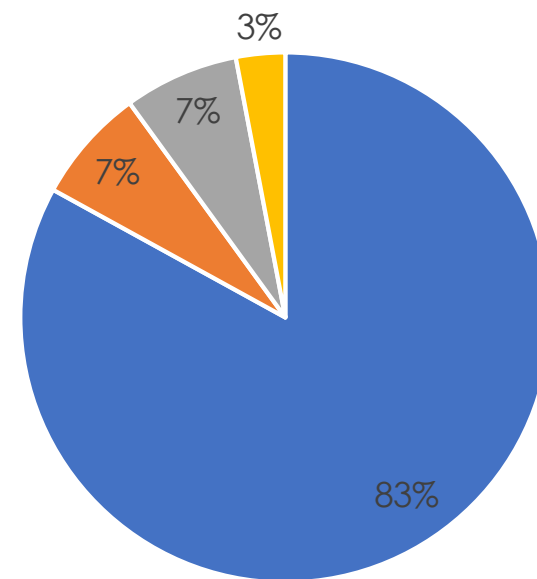
Press *6 or click



What are your organizations doing around telehealth?

- Source: 30 IPA/MSO responses from webinar registration
- Telehealth examples
 - "We are primarily telehealth case management"
 - "Our PCPs are using various platforms, including Doxy.me Our associated Urgent Care centers are using their own platform and doing a substantial number of virtual visits."
 - "We are currently doing tele-health and virtual visits for everything from urgent care to wellness."
 - "Yes. Not for preventative visits."

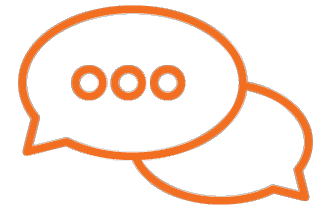
Telehealth Utilization Across Provider Types (IPA, MSO, Community Clinics)



■ Yes ■ Yes (Setting-Up/Considering) ■ No ■ Mixed*

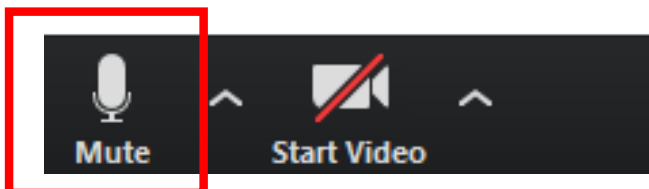
*Individual responses from the same org responded both "yes" and "no"

Sharing & Learning: Telehealth Implementation

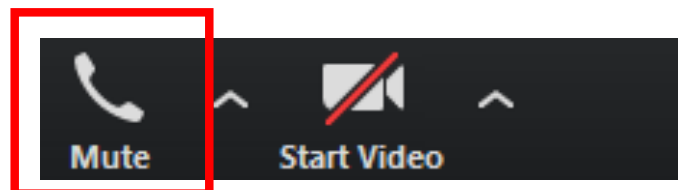


- What has been your experience using telehealth?
 - Success stories and best practices?
- Chat in
 - Launch of services in last 3 weeks
 - % visits by telephone and % by video
 - Platforms/vendors used: Amwell, VIDYO, SecureVideo, Skype, FaceTime, Zoom

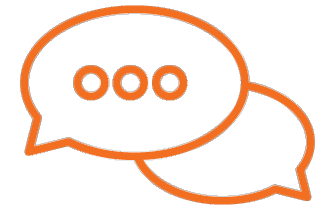
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Press *6 or click

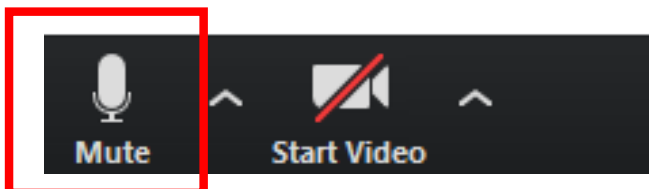


Sharing & Learning: Challenges/Barriers

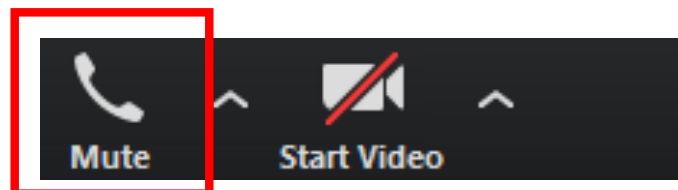


- What do you perceive as your biggest barrier to launching or expanding telehealth?
- Are there opportunities or offers from webinar participants in this area?

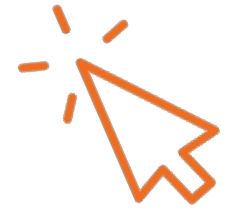
Click



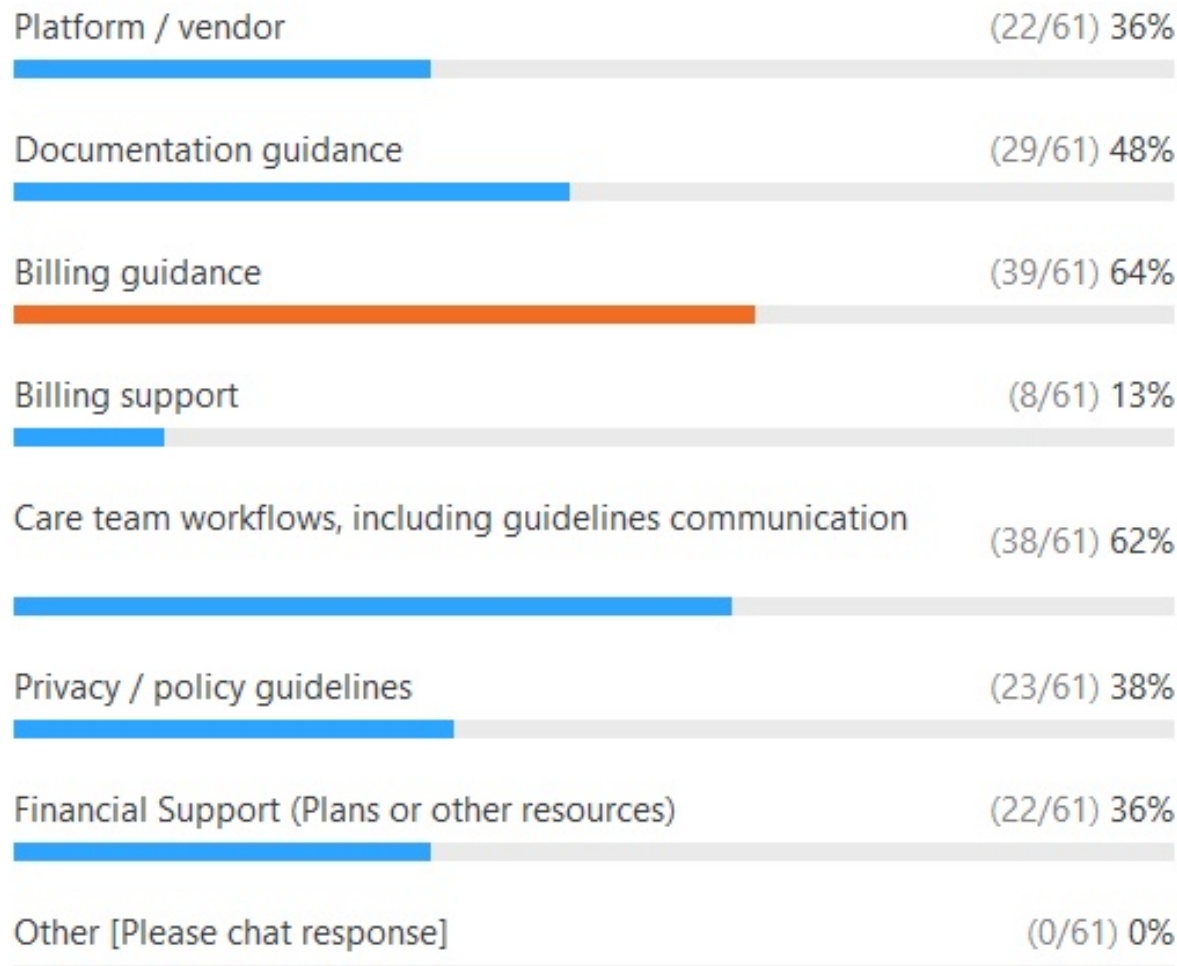
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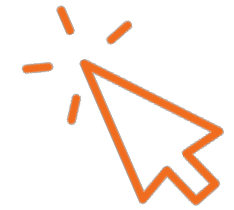
Poll: Top 3 Resources



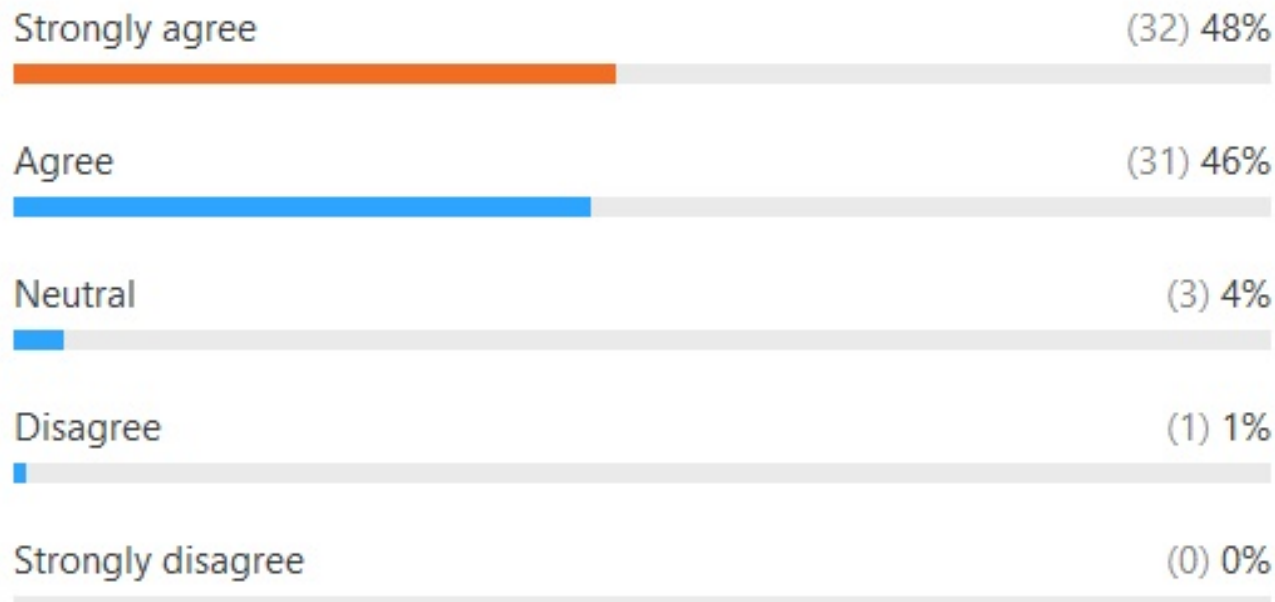
What resources or support would you find most useful ?



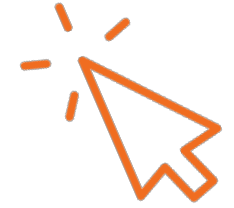
Poll : Telehealth Planning



"Beyond the crisis, I expect practices in my organization to use telehealth more/differently than they had before."



Poll: Future webinars

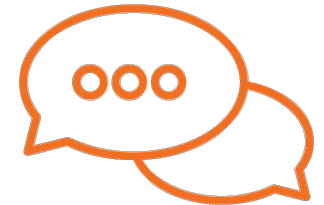


What webinar cadence would be useful?



Chat in

What would be useful future topics?



Next Webinar

- Supporting Telehealth for Small Practices
- Date/time TBA

How can we help?

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Funding available for Safety nets, FQHCs, and independent small practices directed toward those providers who have limited and/or no telehealth infrastructure, and will support the build out and/or significant expansion of current telehealth capacity.

Staying connected to CQC:

- Visit our **COVID-19 Resources** at calquality.org/resources/covid-19-resources
- If you have questions, want to register for our newsletter, or would like more information, email us at cqcinfo@calquality.org

