



Telehealth Strategies for the Future

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Introduction

- Telehealth has expanded rapidly across the health care continuum.
- When the patient is at the center of implementation and ongoing workflow, benefits of telehealth programs can create connectedness and optimization of health care resources.
- This program will explore real-life examples of telehealth as well as new ideas for the future.

Objectives

- Define successful strategies for telehealth in home care and hospice
- Discuss possible strategies for the future in telehealth
- Describe various technologies for telehealth

STEVE PETERSCHMIDT

Founder/CEO, Porchlight Health

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Future

- Change is Coming
- How MC Bend Spending Curve
- Platform Efficiency
- What To Do Now



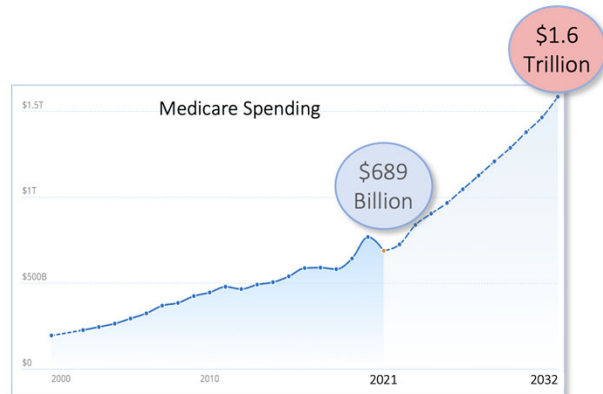
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Change is Coming

- Unsustainable Spending
- Reimbursement Models Changing
- Provider Change Must Follow



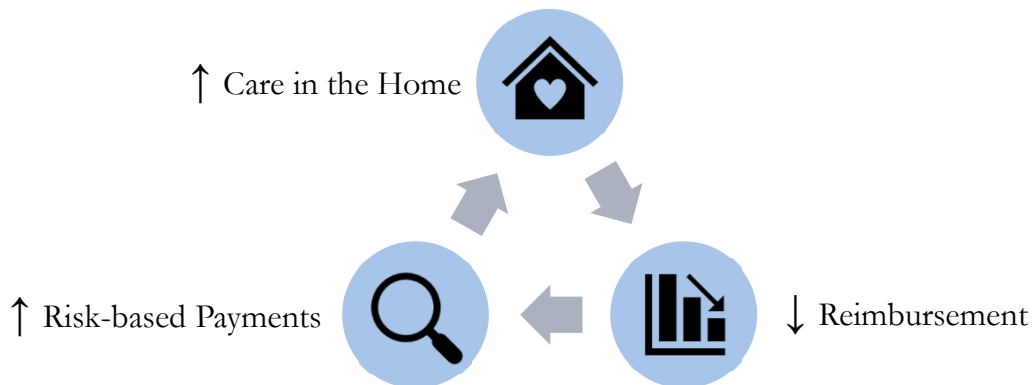
<https://www.kff.org/medicare/issue-brief/what-to-know-about-medicare-spending-and-financing>

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How MC Bend Spending Curve



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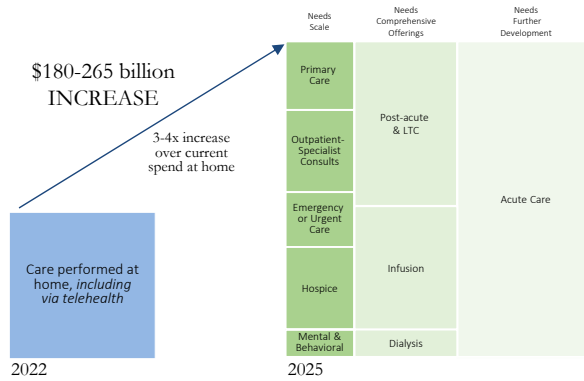
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How MC Bend Spending Curve



Move MC Services into the Home

- Opportunity
- Threat



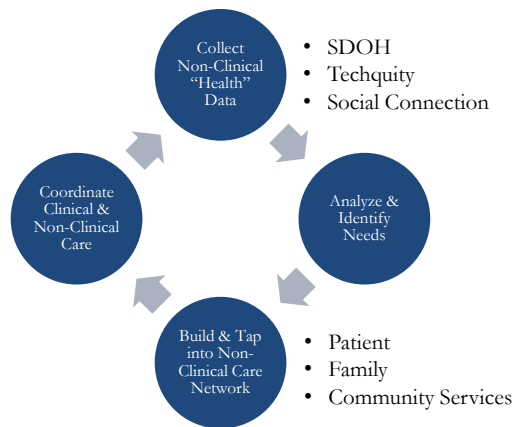
From facility to home: How healthcare could shift by 2025, Oleg Bestsenyts, Partner, McKinsey & Company 2022

How MC Bend Spending Curve



Non-clinical Data & Services

- Opportunity
- Requirement



How MC Bend Spending Curve



Decreased Reimbursement
(Part of every payer's playbook)

How MC Bend Spending Curve



More Risk-based
Payments

- Opportunity
- Requirement



REAL-TIME

DATA

Platform Efficiency

Consumer Space

Manual
Burden on Person



Platform
Streamlines Info,
Communication & Execution



Platform Efficiency

Healthcare

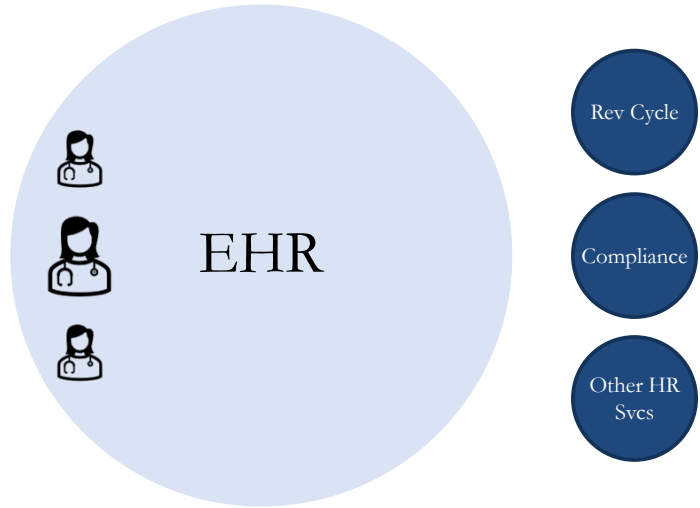
Manual
Burden on Nurse



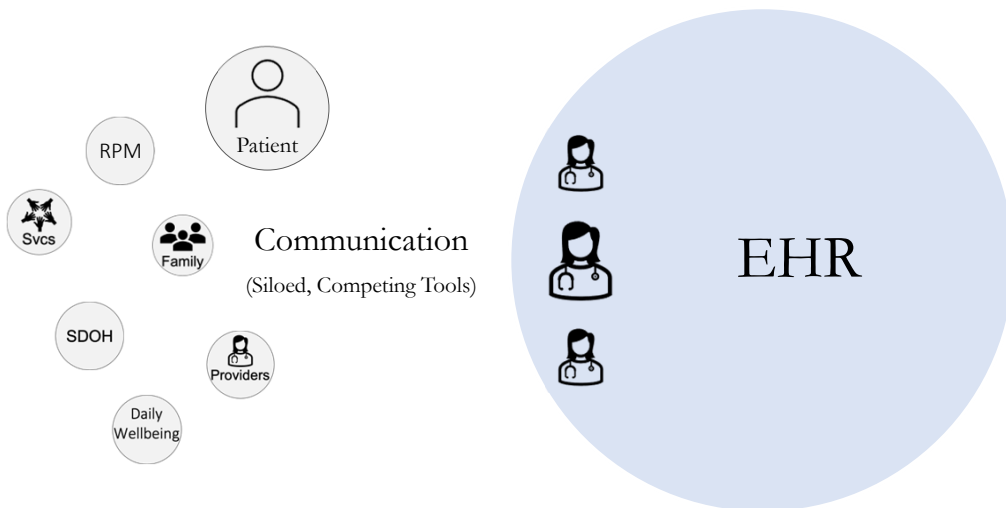
Platform
Streamlines Info,
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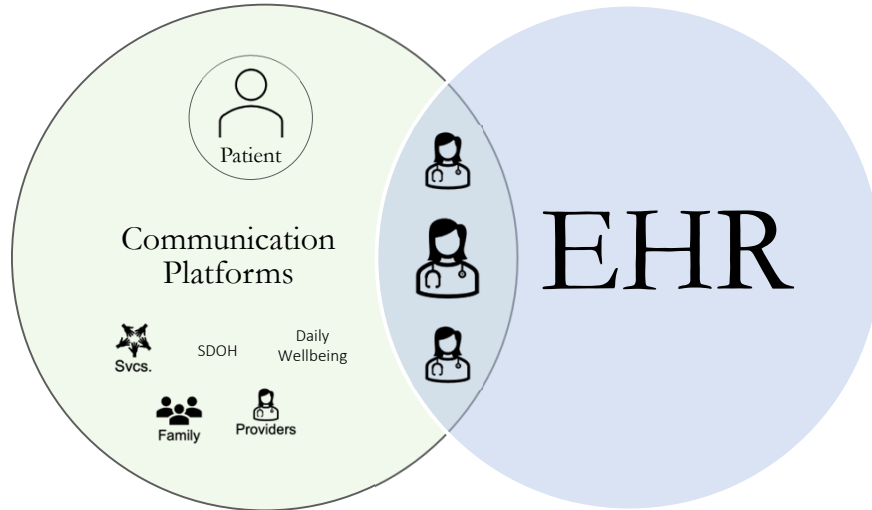
Platform Efficiency



Platform Efficiency



Platform Efficiency



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What To Do Now

Know Your Technology

- Define your "tech stack" (1-page diagram listing all technology and how it interacts)
- Real cost of technology (e.g. cost to clinical efficiency, is the tech even used, define the value you get, etc.)
- Current communication flows (who communicates with whom, what tools are used, what does it accomplish, etc.)
- Current data flows (what's digital, manual, automated, missing)

Know Your Care & Communication Pathways

- Document care pathways (what's formal, what's informal, what's missing, what's old)
- Identify top areas where patient's SDOH impacts your patient & staff's ability to succeed
- Define holes in patient & family engagement

Create One Strategy to Optimize Overall Value (not solve niche problem, create 3 others)

- Think holistically, not one strategy for technology & separate for clinical
- Create a roadmap, work the roadmap (small gain now working toward goal)

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DANIEL KEVORKIAN

Vice President of Clinical Innovation and Technology, AccentCare

In remembrance of Dave I Davis

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Future of Telehealth for Home-Based Care: Clinical Applications

Access to Care:

- Connecting the patient to primary care / specialists
- Reducing delays in SOC

Clinician Extender:

- Visual inspection of patient for assessment (multidisciplinary)
- More touchpoints with the HH / HOS Agency
- Increased opportunity for patient/family education

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Future of Telehealth for Home-Based Care: Where is the RFI?

Right now: “Saving” additional nursing visits:

- Facilitating in-person visits with Telehealth– does it work?
 - CMS Home Health Aide allowance from 2023 Final Rule
 - Support legislation that modernizes the Medicare benefit
- Triage
 - Cost of dispatching a nurse
 - Cost of a ROC

What does the future hold: Efficacy and effectiveness

- Volume and throughput
- Increased patient touchpoints
- Patient and family engagement

Current Legislation

Signed

- H.R. 2617 Omnibus - Consolidated Appropriations Act, 2023
 - H.R. 4040, Advancing Telehealth Beyond COVID-19 Act of 2022

Pending – Referred to Subcommittee on Health

- H.R. 1332/S.368, Telehealth Modernization Act
- S. 1512/H.R. 2903, Creating Opportunities Now for Necessary and Effective Care Technologies (CONNECT) Act
- S.1309/H.R. 3371 - Home Health Emergency Access to Telehealth Act

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- *Telehealth Treatment for Alcohol Misuse: Reviewing Telehealth Approaches to Increase Engagement and Reduce Risk of Alcohol-Related Hypertension.* Dan V. Blalock, Patrick S. Calhoun, Matthew J. Crowley & Eric A. Dedert Telemedicine and Technology (HB Bosworth, Section Editor) Published: 17 June 2019 Current Hypertension Reports volume 21, Article number: 59 (2019)
- *CMS Interim Final Rule for Home Health Waiver Expirations Published 8/18/2022.* The Interim Final Rule and waivers can be found at:
<https://www.cms.gov/aboutcms/emergency-preparedness-response-operations/current-emergencies/coronaviruswaivers>

TINA NULL

Chief Clinical Officer, Anelto

Future Telehealth Strategies

- **Beyond Chronic Diseases...**
 - ‘At-Risk’ patient populations
 - Any Age
 - Any Specialty
 - Any Access to Care Challenges

Future Telehealth Strategies

- **Behavioral Health**
 - **Depression/Anxiety**
 - PHQ-2/9
 - **Substance Abuse**
 - Opioid Addiction
 - **Eating Disorders**

Future Telehealth Strategies

- **Cancer**
 - Side Effects
 - Psychosocial Support
- **Hospice**
 - Support for lay caregiver
 - Biometrics (optional)

Future Telehealth Strategies

- **Obstetrics**
 - **Maternal Health**
 - Gestational Hypertension
 - Gestational Diabetes
 - High Risk Pregnancy
 - Postpartum Complications
 - **Fetal Well-being**

Future Telehealth Strategies

- **Neonates**
 - Failure to Thrive
 - Daily weights and intake volumes
 - Cleft Infants
- **Pediatrics**
 - Asthma
 - Peritoneal Dialysis
 - Type I Diabetes
 - Heart/Liver Transplant
 - Pain- Post-op Orthopedic (Knee/Shoulder Repair)
 - Bone Marrow Transplant
 - Oncology

Future Telehealth Strategies

- **University/College Students**
 - **TimelyCare Services (TimelyMD)**
 - 24/7 Virtual Clinic (On-demand or Scheduled Appts)
 - Mental Health Support
 - Medical Care
 - Health Coaching
 - Self-care Content

Future Telehealth Strategies

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5. *Remote Patient Monitoring: Improving Care for Patients Outside of the Hospital.* (n.d.). Cincinnati Children's. <https://www.cincinnatichildrens.org/service/c/telehealth/services/remote-patient-monitoring>
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RICH CURRY

VP Business Development, Health Recovery Solutions

RPM Reimbursement Examples

- Medicare Advantage RPM Reimbursement
- ACO Programs
- Palliative Care & Medicare Part B
- Private Pay Strategy (home health, non-medical)

Medicare Advantage RPM Reimbursement

- Many MA Plans paying RPM within case rate
- Negotiate Rates: Include Install Rates & Cover the Entire Cost of the Program
- Case Rates: \$150-\$425...bonus payments with upside. More advanced RPM programs have gone full-risk.
- LOS: 30 days becoming less common
- Scale: Has been more limited by internal bandwidth of agencies and selecting those MA patients for RPM

ACO Reimbursement Programs

- RPM/CCM Type Programs
- Typically post-discharge for non-home health patients. More health system based agencies
- LOS: leans towards 90 days, 6 months, and longer-term.
- Scale: Have been increasing in size and have become bigger portion within home health RPM managed programs

Palliative Reimbursement

- Past B billing for RPM
- Becoming more established but scale limited by bandwidth for manual billing process and EMRs
- Opportunity to follow patients downstream from home health to palliative and to hospice

Private Pay Strategy

- High Patient Satisfaction with RPM lends itself to opportunities for Private Pay Programs
- Reimbursement & Marketing: How to present to patient & family (\$5 p/day vs \$300 p/month)
- Not very large programs yet: Limited success in non-medical & CHHA
- Fully outsource vs HHA managed

Innovating with a Virtual Visit Strategy

Virtual Visit Pilot: Create a program designed around completing virtual visits in replacement of in person visits for episodic/PDGM patients

- Will help to address the healthcare staffing crisis
- Opportunity to increase new net revenue
- Decrease the agencies overall cost of care

Questions

Please Use Q&A
to ask your Questions

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