

Meeting Summary

Wednesday, April 1, 2020 | 9:30-11:30 am Virtual Zoom Only Meeting
Next meeting: May 12, 2020. 10 am – 12 pm. In person or virtual, to be decided.

Welcome and Attendance/Review of Meeting Minutes Jan 2020

Minutes approved

- **Action:** Ms. LaGrone (Collaborative Program Manager) to post approved January 2020 notes on Website. [DONE]

Policy Update Sen. Randi Becker, Stafford Strong, Samir Junejo - WA Legislature [[8:18](#)]

Summary of past legislative session:

- [SB 5385 Telemedicine Payment Parity](#) – **passed, effective immediately as of March 25th**. Narrow network language was not included. Does not affect rural health clinic rates from Medicare. [See FAQ Provider Billing Guide for those programs.](#)
- [SB 5386 Telemedicine training standards](#)– **Passed, training is now required for non-physician health care providers. Effective Jan 2021.** Clinics and health care systems will need to create an attestation statement to keep on file that telemedicine training was completed. Providers' attestation need only occur at the date of their training. Any follow up training is up to the entity.
- **Action:** Collaborative to create an FAQ on the telemedicine Training covering who is required, what the training needs to include and how to comply with the law. [In progress]
- **Action:** When disseminating said FAQ, include social workers, master's level behavioral health professionals, and telehealth trainers that may not be aware of requirements of the bill.
- [SB 5389 Mental Health Telemedicine in Schools](#) - **did not pass appropriations.** Last year's bill for pilot is underway, 2 high schools will have access to mental health telemedicine for 1 year. However, there will not be a statewide roll out of the program.

Updates on Covid-19 Response from WA Health Care Authority Christopher Chen, Associate Medical Director [[29:54](#)]

HCA actively working to maintain and increase access to services during Covid-19 response, policy changes includes Medicaid parity for telemedicine, store and forward reimbursements, Zoom licensing program for providers in rural or underserved communities, phone consults reimbursable.

- **Resources:** [Sign up for a HCA granted HIPPA Zoom license here.](#) [Published a series of FAQs and Factsheets on Telehealth](#) including reimbursement policies for [occupational therapy](#), [speech therapy](#), and [behavioral health providers](#).

WashingtonState TelehealthCollaborative

Washington State Telehealth Response to Covid-19 Task Force Mary King, MD, Seattle Children's, UWM, and WRAP-EM Lead & Brian Marcus, MD Seattle Children's [36:32]

Dr. King and Dr. Marcus started project as part of preexisting pediatric disaster preparedness grant. Mobilized resources, education, and advocacy for rural clinics across Washington to offer telemedicine services for general, family, and pediatric medicine. Worked with HCA and other state entities to expand Zoom licensing program to include clinical health.

- **Action:** Collaborative member organizations to consider using chatbots and other direct Provider-Patient communications to enforce recommendation to stay home even when ill.

WA Behavioral Telehealth Rapid Response Team Jim Vollendroff, Behavioral Health Service Line Administrator, UW Medicine [52:51]

Mr. Vollendroff asks for Collaborative support for *Behavioral health Telehealth Rapid Response Team* proposal. Team aims to increase access to behavioral health care including Medicaid patients, help address gaps in continuity of care, and eventually create portal for behavioral health providers. Ask that WA State Telehealth Collaborative would support this proposal. Collaborative Members unanimously endorse proposal.

- **Action:** Mr. Vollendroff to connect with Sean Graham from WSMA. [DONE]
- **Action:** Mr. Vollendroff to loop back with collaborative members when technical assistance will be needed moving forward. [DONE]

Member Organizations Covid-19 Updates, Priorities, and Challenges (All) [1:03:20]

- Health systems in general prioritized virtualizing primary, ambulatory, TeleICU, home monitoring programs, and scaling programs that were already in place.
 - Many created Chatbots, designated Covid-19 platforms or hotlines to handle influx of triage requests.
 - Challenges: supply chain issues for webcams, training/privileging processes not built for rapid scale up, telehealth vendors not meeting expectations,
- Labor & Industries – expanded telehealth coverage policies. Challenge incorporating interpreters with telehealth services under current contracts.
- School of Nursing UW - Approaching clinical training through virtual reality and AI, such as Oxford medical simulation *iHuman*. Developed end-to-end curriculum in telehealth environment includes standards of practice in behavioral health, addiction clinical care concepts, and care delivery of telehealth.
 - **Action:** Ms. LaGrone (Program Manager) to follow up with Ms. Fathi for resources she has developed as well as similar resources across the country. [DONE]

Public Comment Period All [1:50:40]

- Leslie Emerick (Public policy director for Home Care Association of WA) Highlights barrier of care in language of [RCW 48.43.735](#) (f, g) prohibits using audio only telephone for telehealth.
 - **Action:** Connect Ms. Emerick with contacts at WA Legislature or other appropriate contacts [DONE]