

## Meeting Summary

Tuesday, May 12, 2020 | 10:00 am -12:00 pm Virtual Meeting

Next meeting: July 14, 2020 – Virtual Meeting TBD

Highlights: Payment parity at risk of not being extended past May 31<sup>st</sup>. All health systems and organizations report impact of “digital divide” across the state, working with WA Healthcare Authority, Behavioral Health Institute and other entities on programs and assistance to improve access to broadband and health/education equity. Questions remain around Telehealth Training Bill (SB 6061), Collaborative to review in more depth at next meeting.

### Welcome and Attendance/Review of Meeting Minutes April 2020

Minutes Approved

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

### Policy Update Rep. Marcus Riccelli, Rep. Joe Schmick - WA Legislature, Nick Schillago – 1-800 Contacts [8:18]

Representatives Riccelli and Schmick give updates on telemedicine parity bill and issue of broadband access in rural areas. Nick Schillago, from 1-800 contacts who presented on remote eye exam bill in January, gives update on version that passed in March.

**SB 5385 Telemedicine Payment Parity** – in effect as of March 25<sup>th</sup> 2020 due to Gov. Inslee’s proclamation 20-29 until May 31<sup>st</sup>. Bill to be extended contingent on legislative approval, but agreement is uncertain at this time.

- **Action:** Collaborative to work with Sen. Becker and develop sign on letter to support extension. [DONE]

**Broadband Access and “Digital Divide”– Senate and House workgroups leading effort on broadband to improve health and education equity.** Members agreed and shared their observations of uneven access to technology and broadband access, resulting health and education disparities. Also found that language barriers are an issue across systems and compared operations of translation during telemedicine visit.

- **Action:** Dr. Scott (Chair) to share resources of reduced cost or free devices or internet services for patients. Will collect and share resources with the group. [DONE]
- **Action:** Ms. Ingalls (Coordinated Care) to share resources on cell phone program. [DONE]

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**SB 5759 Remote Technology in Eye Exams- passed** In January 2020, 1-800 contacts presented to the Collaborative concerns with bill 5759 as it was written at the time. Following the collaborative meeting, representatives of organizations both supporting and calling for edits to the bill's language were able to work out a mutually beneficial agreement. Final version of bill included language on: tying all services to a high standard of care, establishing clear timeline of appropriate remote exam, ensuring providers were licensed in state of Washington, and maintaining continuity of care.

## Updates on Covid-19 Response from WA Health Care Authority Christopher Chen, Associate Medical Director [26:34]

Since previous meeting, HCA Response has been focused on developing accessible policies (parity, [well child visits](#), and [dentistry](#)), provider engagement and direct support (webinars, resources, zoom licenses) and preparing for the future of telehealth (exploring other use cases, modalities, and addressing digital divide). Payment parity was already required for Medicaid, coverage also includes phone visits; however remote patient monitoring is not covered. HCA actively working with Behavioral Health Institute, managed care organizations and other groups to increase access and uptake of telemedicine. Molina and Coordinated Care reported an increase in telehealth use, patient access, and provider satisfaction in part due to HCA's policies. Health care systems represented agree increase in telehealth use by patients will be permanent, percentage of increase will depend on patient demand, reimbursement regulations, and pushing by health care systems.

- HCA Resources
  - a. Policies: [Covid-19 information page](#), [Well Child Visit policy](#), [Dental Telehealth policies](#)
  - b. Webinars and FAQs: [Telehealth FAQ](#), [Dental Billing Instruction \(Teledentistry\)](#), [Apple Health Medicaid Telehealth Policy](#) , [Weekly behavioral health webinars and resources](#)
  - c. [Direct support](#)
- **Action:** Ms. LaGrone (UWM) to share links and post slides from Telehealth webinar with listserv
- **Action:** Providence representatives (Ms. Daman, Mr. Lordan) to connect with HCA (Dr. Chen) regarding Remote Patient Monitoring.
- **Action:** Molina (Dr. Goff) and HCA (Dr. Chen) to connect offline and compare data of behavioral health telehealth claims compared to physical telehealth claims. Potential gap in uptake.

## WA Behavioral Telehealth Rapid Response Team Jim Vollendroff, Behavioral Health Service Line Administrator, UW Medicine [54:44]

Since previous collaborative meeting (April 1) The Behavioral Health Training Workforce and Policy Innovation Center has [launched website](#), developed training specific for Washington state behavioral health providers, and developing telehealth focused survey for behavioral health providers. Asked Russ Elliot of Washington State Office of Broadband to join oversight committee and create subcommittee to focus on this. Challenges: barriers to patients – digital divide, language,

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other disabilities, and availability of private space. Slow uptake of tele-behavioral health in some areas, looking into why.

- **Action:** Mr. Vollendroff to share tele-behavioral health provider survey results when it becomes available [In progress]
- **Action:** Call for members interested in diving deeper into broadband issue to join subcommittee. [If interested, please contact Mr. Vollendroff]
- **Action:** Mr. Vollendroff to share behavioral health regulatory relaxation matrix with group. [In progress]

## **Review of SB 6061: Telehealth Training Bill** (Ms. LaGrone (UWM), All Members) [[1:11:30](#)]

Bill states health care professionals (excluding physicians) must complete training before offering telemedicine services. Organizations must keep record or attestation of training. Bill goes into effect Jan 1, 2021. Collaborative to contact DOH and clarify who this bill impacts as well as develop timeline for updating training. Updates will include guidance on protocols for emergency situations during telemedicine visit.

- **Action:** Collaborative to reach out to DOH for clarification on who is impacted by this bill [DONE]
- **Action:** BHI (Mr. Vollendroff) to partner with hosting, developing, or supporting training for behavioral health providers. [In progress]
- **Action:** Mr. Felker to share safety protocols for contacting 911 during a telemedicine visit. [In progress]

## **Member Organizations Covid-19 Updates, Priorities, and Challenges** (All) [[1:26:24](#)]

Kaiser Permanente (Mr. Chris Cable) Scaled up virtual visits, launched self-triage, expanded existing chat bot, and launched virtual visit capabilities for all specialties. Current challenge is re-entry of surgical procedures, health equity in face of digital divide, and patient comfort level with technology. For latter, recommend making it as easy as possible for patient (1-2 clicks to access care) and pro-actively contacting patients before their visit for patient onboarding.

## **Public Comment Period** All [[1:36:14](#)]

### Resources

- Providence offering Grand Rounds for Telehealth. Last Wednesday of every month.
  - **Action:** Ms. Daman (Providence) to send Ms. LaGrone (Program Manager) links to share with members and mailing list. [In Progress]
- NRTRC Conference - all sessions recorded and available online.
  - **Action:** Ms. Towle (UWM) to reach out to NRTRC to speak at next meeting about resources. [In Progress]