

Telemedicine

LMAC meeting

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Montana Department of
LABOR & INDUSTRY

Objectives

What is telemedicine?

Impact of COVID-19 on telemedicine generally & in workers' compensation

Workers' compensation guidance in Montana

Discussion and questions

Relevant terminology

Remote provision of health care services using technology to exchange information for the diagnosis, treatment and prevention of disease

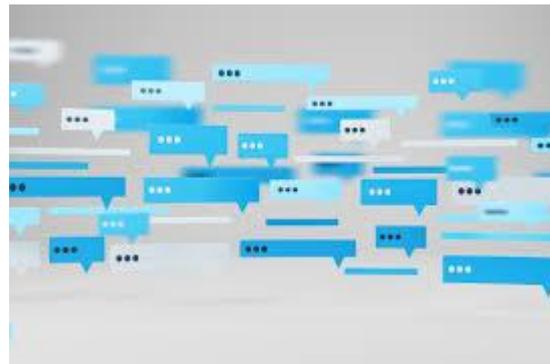
Telemedicine

- Live videoconference
- Remote patient monitoring



Telehealth

- Phone calls
- Text messages
- Emails
- Health portals



Background

Use of telemedicine in the U.S. limited prior to COVID

Interest and implementation of telemedicine expanded rapidly during crisis

Policymakers, insurers and health systems have looked for ways to deliver care to patients in their home to limit COVID transmission

Changes in telehealth policy, coverage and implementation to make it more widely accessible during state of emergency



Newsroom

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Fact sheet

MEDICARE TELEMEDICINE HEALTH CARE PROVIDER FACT SHEET

Mar 17, 2020 | Telehealth

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Expansion of Telehealth with 1135 Waiver

- Allowed beneficiaries from any geographic location to access services from their homes
- Waived enforcement for HIPAA violations against health care providers who serve patients in good faith through technologies such as FaceTime or Skype



OFFICE OF THE GOVERNOR
STATE OF MONTANA

STEVE BULLOCK
GOVERNOR



MIKE COONEY
LT. GOVERNOR

TO: Montanans; all officers and agencies of the State of Montana
FROM: Governor Steve Bullock
DATE: March 20, 2020
RE: Directive Implementing Executive Orders 2-2020 and 3-2020 and providing for expanded telehealth

“Health care practitioners shall be allowed to perform health care services using all modes of telehealth, including video and audio, audio-only, or other electronic media, to treat the residents of the state of Montana for all medically necessary and appropriate services.”

Montana DLI ERD

Telehealth and Work Comp in Montana – FAQs

Telehealth-based delivery of care is available in the Montana workers' compensation system, for use at the discretion of the treating provider. To facilitate the safe delivery of health care services to patients throughout the COVID-19 state of emergency, the Montana Department of Labor & Industry would like to communicate temporary changes to the previously existing approach to telemedicine. These changes are based on the guidance contained in the Governor's 3-20-20 Directive Implementing Executive Orders 2-2020 and 3-2020

Notify customers of the following:

1. Expansion of the definition of telemedicine services is allowed to include telephone only and live chat modalities (e.g., video and audio, audio only, or other electronic media).
2. The dissemination of billing codes to provide reimbursement for telehealth-based services.

Potential uses in workers' compensation

TELEMEDICINE POLICY IN WORKERS' COMPENSATION RESEARCH BRIEF

March 20, 2020

- Triage
- Initial injury/urgent care evaluation and treatment, on-demand
- Follow up injury care/discharge visits for non-complex cases initiated with telemedicine
- Interactive physical medicine services
- Psychiatric services
- Return to work evaluations
- Maximum medical improvement/ impairment evaluations
- Medication management
- Independent Medical Exams

Telemedicine and Workers Compensation



POTENTIAL ADVANTAGES

Access to healthcare services
& specialty care

Reducing need to travel from
rural locations

Providing alternative access
option

POTENTIAL CHALLENGES

Signal disruption or equipment
failure

Cybersecurity threats/ data
security

Quality/patient satisfaction

Technology start up costs

Areas for possible future discussion

- **Considering billing and payment**
 - Reimbursement rates - explore payment differences for in-person and telehealth visits
- **Establishing eligible and covered services**
 - Visit types, physical therapy, prescribing practices, etc.
- **Clarifying documentation and record keeping requirements**
- **Protecting patient privacy**
- **Ensuring quality of care**
- **Exploring technology access for Montanans**

Questions?