HCA telehealth response
provider listening session
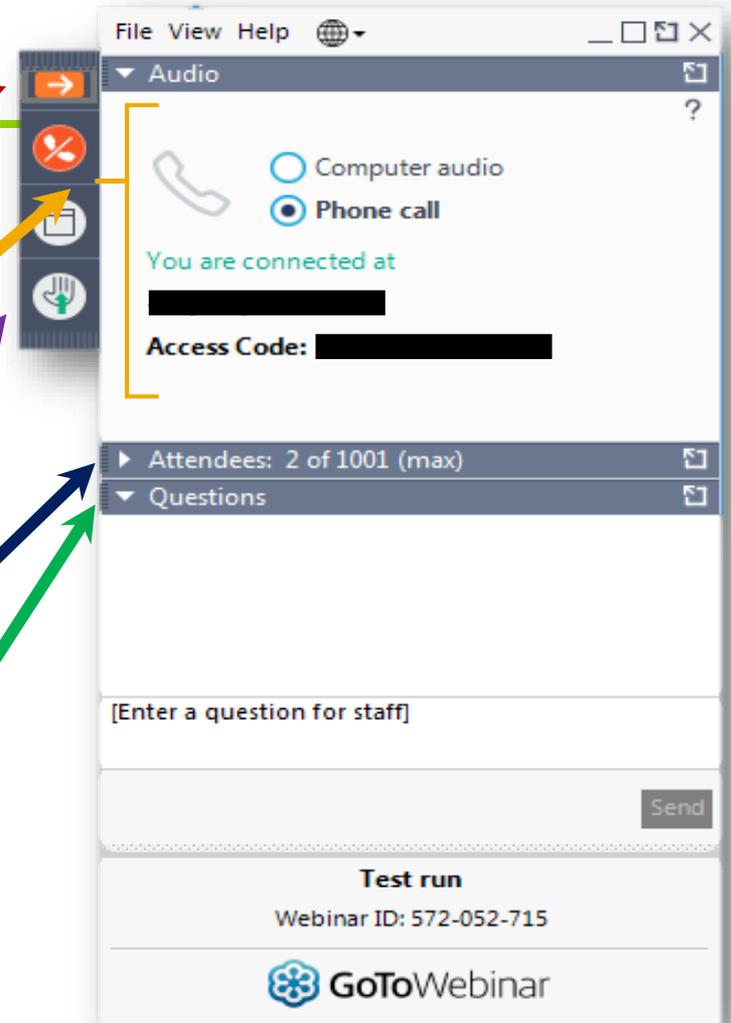
December 2, 2020

Washington State
Health Care Authority

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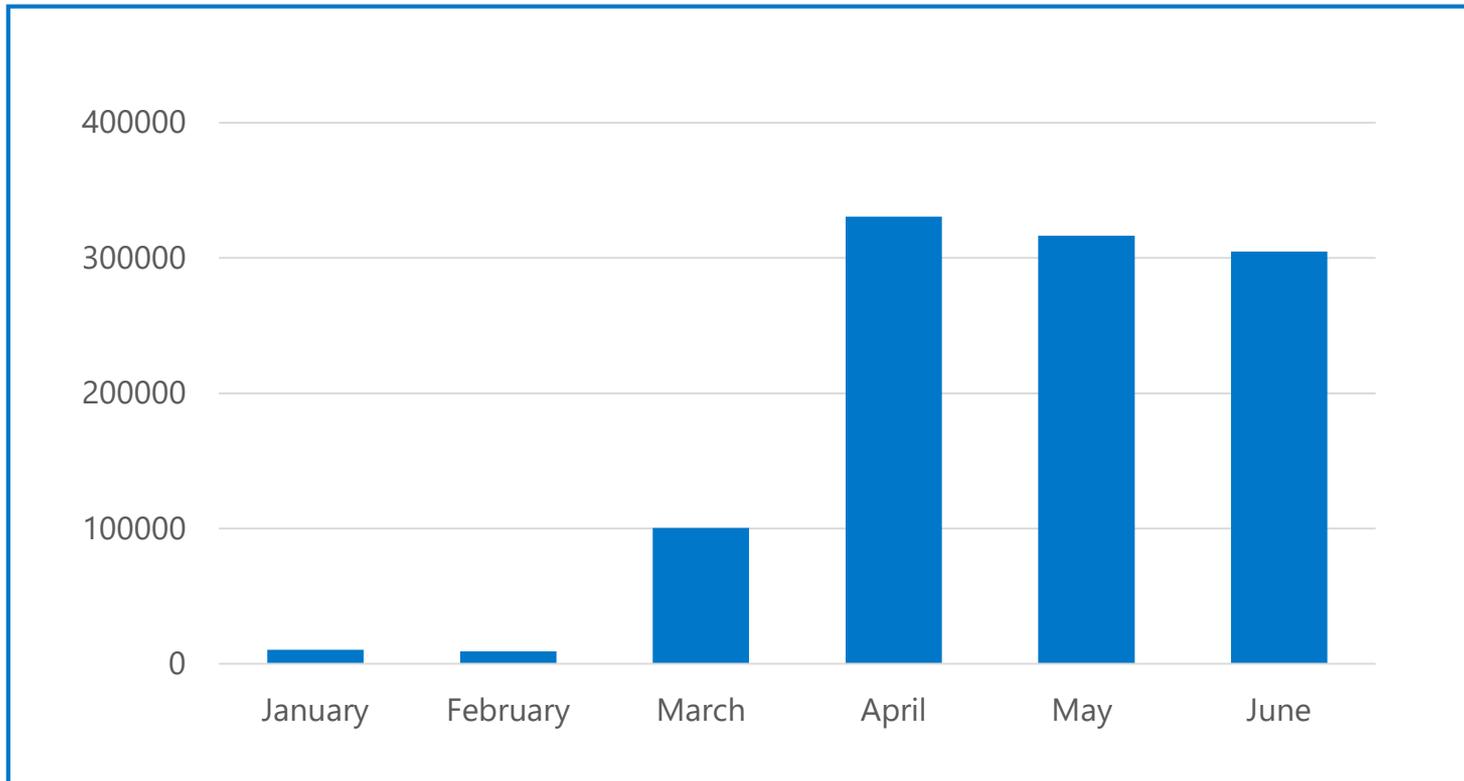
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Questions

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Pre-pandemic state of telehealth

- For Medicaid, broadly flexible policy applicable to **many types of services and providers in different settings**

- Also for Medicaid, **telemedicine parity** in place since 2018

- **Regular engagement** with partners and community

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Pandemic response

- **Policy changes** to support continuity of care during crisis

- **Direct support** for providers and patients

- Collaboration with **partners in telehealth**

A delivery system in transformation

Medicaid claims per month provided via telehealth, Jan 2020 – Jun 2020

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Our work ahead

Quality

Equity

Audio only

Address administrative burden

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Moderated discussion

Quality

- ▸ Topics for discussion:
  - ► Standard of care/appropriateness
  - ► Provider training
  - ► Privacy, security, and consent
  - ► Effectiveness and impacting outcomes
- ▸ Questions/Feedback

Moderated discussion

Equity

- ▶ Topics for discussion:
  - ▶ Breaking down barriers
  - ▶ Access to technology
  - ▶ Accessibility
  - ▶ Standard of care/appropriateness
- ▶ Questions/Feedback

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Moderated discussion

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- ▶ Topics for discussion:
  - ▶ Ideal role in delivery of care
  - ▶ Ongoing evaluation
- ▶ Questions/Feedback

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Moderated discussion

Address administrative burden

- ▷ Topics for discussion:
  - ► Billing methodologies
- ▷ Questions/Feedback

Moving forward

Resources

- [Apple Health (Medicaid) clinical policy and billing for COVID-19 FAQ](#)

- [Apple Health (Medicaid) behavioral health policy and billing during the COVID-19 pandemic (FAQ)](#)

- [Northwest Regional Telehealth Resource Center (NRTRC)](#)

- [Washington State Telehealth Collaborative](#)

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