

## Wyoming Telehealth Consortium

July 25, 2017

3:00pm – 4:30pm

### Attendees:

- \* Andrea Bailey, HIT Outreach Coordinator, WDH
- \* Kevin Bohnenblust, Executive Director, State Board of Medicine
- \* Ray Brand, Enterprise Technology Services (ETS)
- \* James Bush, WY Medicaid Director and Telehealth Consortium Chair, WDH
- \* Kyle Cameron, Unit Program Specialist, Office of Rural Health, WDH
- \* Tim Caswell, HER Program Specialist, Healthcare Financing, WDH
- \* Chris Corliss, Business Development Coordinator, Wyoming Behavioral Institute
- \* Mark Gaskill, Tele-Mental Health Coordinator, Mind Spa Therapy
- \* Corey Jenkins, Project Coordinator Senior, Wyoming Institute for Disabilities (WIND)
- \* Faith Jones, Care Coordinator and Implementation, HealthTechS3
- \* Morris McGaugh, Provider Services Director, Optum Health (WYhealth)
- \* Robin Meyer, Account Manager, Polycom
- \* Vicki Shaw, Senior Managing Director, Iron Bow Technologies
- \* Kevin Smith, Telehealth Coordinator, Cheyenne Regional Medical Center (CRMC)
- \* Marla Smith, Mental Health Division, Behavioral Health Division, WDH
- \* Christina Taylor, Program Manager, Maternal & Child Health Unit, WDH
- \* Debra Wilson, Business Manager, Mind Spa Therapy
- \* Sarah Zlatkovic, Research Associate, Wyoming Institute for Disabilities (WIND)

### Overview of Wyoming Telehealth Network – Dr. James Bush (WDH)

- \* Consortium created by the state legislature about 8 years ago under the Office of Rural Health. Required participation by WDH and OCIO.
- \* Anyone who is interested in Telehealth is welcome to join; these are public meetings.
- \* Working closely with CRMC and WIND.
- \* The decision was made to begin using the Zoom platform. Benefits include: HIPAA compliant version, UWyo already had licenses and a dedicated team (WIND). WIND facilitates the WyTN operations, saving the state money.
- \* Medicaid is funding Telehealth 100% at this time.
- \* Public nursing has telehealth in every office. They are now able to deliver clinical services to patients, conduct training and education, and meet program needs via the telehealth system.
- \* Maternal/Child Health is piloting genetics clinics. In 2016, 136 clients served in 24 clinics in 7 locations. 57% of visits are follow-ups, and costs could be reduced by conducting follow-ups via telehealth.

- \* Diabetic education sessions throughout the state via telehealth. Monthly webinars are held. Follow-ups with patients are being conducted.
- \* Mental Health Centers are utilizing telehealth. 500-700 telepsychiatry visits have been conducted per month. Mental health is currently about 95% of telehealth visits at this time.
- \* Contract with Seattle Children's Hospital for child psychiatry. They conduct child psychiatric evaluations, mandatory second opinions with medications are exceeded, and provide an assistance line for any provider and any child in the state of Wyoming.
- \* Community paramedicine with paramedics in the field can connect with physician offices, and paramedics can now bill without having to transport.
- \* Wyoming is part of the Interstate Medical Licensure Compact. Kevin Bohnenblust reports that 22 states are now part of the compact.
- \* Expanded telehealth to include weekly ECHO sessions for Waiver Service providers.
- \* Medicaid is writing the rules around delivery of telehealth in the home. We expect those to go into effect Oct. 1 of this year.

### Upcoming Webinars – Corey Jenkins (WIND)

- \* Monthly Webinars – held at noon on the last Wednesday of every month. Free of charge. Visit the telehealth website to register.
  - o July Webinar – Opportunities for Wyoming Rural Healthcare, FCC/USAC Healthcare Connect Fund Subsidies
  - o August Webinar – Cybersecurity
  - o September Webinar – HIPAA
- \* Telehealth Needs Assessment – still collecting responses.
  - o 161 completed the survey
  - o 61 have started but have not yet completed it

### Mental Health and Substance Use Treatment Services Unit Grant on Opioid Use – Marla Smith (WDH)

- \* Treatment and Recovery Grant from SAMHSA. Planned to run for 2 years, 2 million each year.
- \* Identified 5 treatment providers who will receive awards for the development of treatment and recovery services for individuals with opioid use disorders.
- \* Subsets of the population include: pregnant women, women with children, criminal justice population, among others.
- \* Looking to do some piloting with pain clinics.
- \* Optimistic about being able to expand services.
- \* SAMHSA released a prevention opioid grant – we will be able to cover the continuum from prevention to treatment to recovery.

- \* Wyoming has a substantial problem with overdose deaths. We're looking to reduce the impact of opioid deaths.
- \* One of the challenges of the grant is the requirements for prescribers to deliver medication assisted therapies is quite a process in order to be certified. We don't have a large number in the state. Adopting telehealth for the purposes of prescribing is one of the foci of the grant. Within the next month, a pilot will be set up and later a demonstration will be done to help build buy-in for the process.
- \* Talking with Sharla and Canyon about developing a Behavioral Health ECHO.

### Telehealth Stats – Corey Jenkins (WIND) and Kevin Smith (CRMC)

- \* Zoom Stats – first full year of data
  - o 33 towns/cities have at least one provider with a Zoom license
  - o All 23 counties have at least one provider with a Zoom license
  - o 64 specialties
  - o 90 providers practicing telemedicine, others are using licenses conducting meetings or trainings
  - o 77,000 minutes of telehealth in the state this year
    - In the last two months, 36,000 minutes
- \* Polycom Stats
  - o 300 endpoints in all 23 counties
  - o Interoperability of Zoom and Polycom
  - o Averaging 450 hours/month, last month 479 hours
    - 276 hours were clinical/telemedicine/telepsychiatry
    - About 61 were training/education

### Zoom and Polycom Partnership – Robin Meyer (Polycom)

- \* Key benefits and features
  - o Single tap to start or join the meeting from the Polycom touch screen
  - o Works on the award-winning Polycom® RealPresence Debut™ and Polycom® RealPresence® Group Series room systems
  - o Calendar-based integrations with Outlook, Google Calendar, and iCal
  - o High-quality wireless screen sharing
  - o Native integration – no additional hardware or controller required

### Medicaid Originating Site Policy – Mark Gaskill (Mind Spa Therapy)

- \* Position Brief
  - o Expanding the definition of telehealth originating site to include private residences
  - o Authorizing group therapy through telehealth

Telehealth for Annual Wellness Visits, Best Practices, Billing, etc. – Faith Jones  
(HealthTechS3)

- \* Looking for a use case for conducting Medicare annual wellness and advanced care visits

Roundtable Discussion/Reports – All