

Wyoming Telehealth Consortium

October 31, 2017

3:00pm – 4:00pm

Attendees:

- * James Bush, WY Medicaid Director and Telehealth Consortium Chair, WDH
- * Kevin Bohnenblust, Executive Director – Wyoming Board of Medicine
- * Michelle Chulick, Chief Executive Officer – Wyoming Medical Center
- * Corey Jenkins, Project Coordinator Senior, Wyoming Institute for Disabilities (WIND)
- * Brenda Burnett, Clinical Quality Director - Wyoming Primary Care Association (WYPCA)
- * Sharla Allen, Manager, Office of Rural Health - Wyoming Department of Health (WDH)
- * Ray Brand - Enterprise Technology Services (ETS)
- * Patricia Bacon, Program Manager – Wyoming Department of Health (WDH)
- * Sabrina Foreman – Casper Area Economic Development (CAEDA)
- * Scott Hayes, Executive Director – Fremont Counseling Services
- * Deb Anderson – Health Technology Services
- * Andrea Bailey, Health Information Technology Coordinator – Wyoming Department of Health (WDH)
- * Janet Jares, Advocacy Coordinator – Wyoming Department of Health (WDH)
- * Tim Caswell, HER Program Specialist, Healthcare Financing, WDH
- * Dawn Maupin, Instructor – UC Health Medical Group
- * Dr. Kristina Behringer, Medical Director – Wyoming Health
- * Mary Lynne Shickich, Health Policy and Community Integration Director – Wyoming Primary Care Association (WYPCA)
- * Morgan Melton, Project Coordinator Assistant, Wyoming Institute for Disabilities (WIND)

Welcome and Introductions – Dr. James Bush (WDH)

WyTN Enrollment – Corey Jenkins (WIND)

- * So far 145 Zoom licenses have been issued to providers, administrators and others who wish to use telehealth to supplement their practices
- * Enrollment form on the website will be updated. We will send out an email once it is updated, and we ask that everyone re-enroll.
- * We will not stop anyone's license, they will continue to be valid, however we need to gather additional information and make sure you still plan on using the Zoom license so we keep the provider list up-to-date.

- * Enrollment form will ask questions such as:
 - Is an in-person appointment required prior seeing a patient via telehealth?
 - Which insurances do the various providers accept?
 - How do you accept telehealth appointments?
 - Patient requests
 - Referrals
 - This information will be provided in the telehealth provider directory
- * There is a provider directory for telehealth
 - Right now it is not searchable by specialty.
- * Any specialist that chooses to can enroll to be a telehealth provider.
- * Wyoming Department of Health has no-cost Zoom licenses available through the University of Wyoming
- * Wyoming Telehealth Network website: [Click Here](#)

Upcoming Webinars – Corey Jenkins (WIND)

- * Occur the last Wednesday of every month.
- * For this November we have a webinar on Telepharmacy – How One Wyoming Pharmacy Makes It Work.
 - Please pre-register for the webinar - [Click Here for Upcoming Webinars](#)

Medicaid Originating Site Policy – Dr. James Bush

- * Medicaid is paying for telehealth from the patient's home as of October 1, 2017.
 - These patients need to sign a form consenting to telehealth. The attestation form is available on the Wyoming Board of Medicine website, under the Telehealth section, in the provider manual.
 - Medicaid will pay the provider the same as if the patient had come into the office.
- * Medicaid will not pay for group counseling from homes. It is not clear whether this includes Family Counseling.
- * Post-operative follow-ups can now be done from the patient's home.
- * All the patient needs is internet access, a camera, and a microphone.
- * Possibility of conducting specialty follow-ups via telehealth to reduce barriers for patients.
- * Contraindications for when telehealth from the home may not be appropriate:
 - Depends upon the specialty

- For psychiatry and psychology, there are not many contraindications unless telehealth is being overused (i.e., client has appointments every day).
- * The re-programming of cochlear implants can now be done via telehealth, and this telehealth delivery is covered.
- * In the Wyoming Department of Health provider manual, there is a section which includes a list of telehealth codes that are being paid for.
- * Dr. Bush is happy to open codes as appropriate. If you have a code that you would like opened for telehealth, e-mail Dr. James Bush.

Genetics Clinic Update – Sharla Allen

- * The Maternal Child Health Program will begin using telehealth for their genetics clinics
- * Over the last year, MCH has paid to bring in geneticists in from Utah because there are no geneticists in Wyoming.
 - According to MCH's research, 57% of their genetic clinics visits are follow-up visits
 - MCH plans to use face-to-face visits for initial exams, then the follow up visits can be done via telehealth at any one of 30 public nursing sites in the state.
 - Cost is anticipated to fall from \$1000 per child to \$400 per child
 - This begins January 1, 2018
- * All the public health nurses offices are being setup for telehealth. This will be used for Genetics program and other Maternal Child Health programs. They are expecting improved patient compliance as a result.

Telehealth Survey Update – Corey Jenkins (WIND)

- * Trying to gauge the interest in telehealth and determine barriers.
- * So far, 169 people have completed the survey. 64 people have started the survey but not completed it.
 - Only 8 additional people have completed the survey in the last quarter.
- * Will send another e-mail asking people to complete the survey by the end of December
- * 77% of provider respondents are female
- * 91% of respondents are providers, 9% are administrators
- * 79% of respondents use electronic medical records.
- * 39% of respondents are currently or have ever used telehealth.
- * In the future, we would like to identify barriers which prevent providers from using telehealth services.

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

- * We have 145 people with ZOOM licenses.
- * 46 unique providers used telehealth (Zoom) in the last quarter
- * 392 total telehealth encounters during the 3rd quarter.
- * Over 1,626 participants in the 3rd quarter of the calendar year. This does not include ECHO meetings, which are not HIPAA secure.
- * Starting in September we changed how we issue licenses. Now, when scheduling meetings in ZOOM you are required to indicate how the meeting is being used. (e.g., Telemedicine or direct patient care, training i.e. webinars, or Administrative i.e. staff meetings, etc.)
- * In Wyoming, telehealth direct patient care has been going on for over ten years.
 - o Wyoming also uses telehealth for provider education and webinars, staff training, and continuing education credits.

Teleneurosurgery Consultations at CU – Dr. Christopher Roark

- * Dr. Roark was not able to attend the call. His presentation will be rescheduled.

FCHIP Grant – Deb Anderson

- * Wyoming, North Dakota, Montana, Alaska, and Nevada are considered frontier states.
- * There was too short of an application window for Wyoming to apply for the FCHIP Grant per Sharla Allen.
- * Montana Health Research & Education Foundation was awarded this grant a few years ago to work on expanding telehealth services in Critical Access Hospitals who chose to participate <https://www.ruralhealthinfo.org/new-approaches/frontier-community-health-integration-program>
- * Once Health Technology Services finishes assessment and action plans, Deb can share that information through the Wyoming critical care access network.
- * Wyoming can benefit from the work completed by next April.
- * A new grant is called the Rural Healthcare Services Outreach Program, through the Federal Office of Rural Health Policy.
 - o [Click Here for the Grant Webpage](#)

Women, Infants, and Children (WIC) Potential for Telehealth – Sharla Allen

- * They will be providing the HIPAA compliant ZOOM licenses to 19 clinical offices, and 2 administrative staff at the Wyoming state office.
- * Can be used for:
 - o Lactation specialists can be connected with smaller clinics to provide education to clients.
 - o Alleviate short-staffing issues to increase access
 - o Inter-agency use
 - o Follow-up for high risk pregnancies

- * Corey will do training with WIC staff in January

Roundtable Discussion/Reports – All

- * Dawn Maupin – UC Health – Liaison for the medical group. Dawn is just now getting connected with Debbie Voyles.
 - o Debbie Voyles is the director of Virtual Health at UCHealth in Denver, Colorado. She is a better contact than Dawn to communicate any questions or concerns about interstate telehealth.
 - o UC health is the largest out-of-state health provider.
 - o UC Health Medical school provides services that are not available in Wyoming
- * Issued about 12 licenses in Wyoming for the Interstate License Compact.
- * Is family therapy via Telehealth covered by Medicaid, since group therapy is not authorized?
- * Enterprise Technology Services – What is ETS and the governor’s office doing as far as continuing to upgrade bandwidth capacity?
 - o ETS would need to know more about what specific challenges or issues the Telehealth Network is running into.
 - o Deb Anderson - The last mile of fiber connections continues to be an issue for rural communities.
 - o Ray Brand will try to establish what any other issues may be with this connection issue.
 - o Reach out to the Wyoming Department of Health / James Bush with any technical questions so they can resolve issues as soon as possible.