Telehealth and COVID-19

Implications for HIV Care & Treatment

TeleHealthHIV Launches

CAPACITY BUILDING

WEBINARS

RESOURCES

HealthHIV.org/TeleHealthHIV

TeleHealthHIV

TeleHealthHIV CBA Content Areas

- Organizational assessment of capacity and readiness for telehealth
- Funding a telehealth program for long-term sustainability
- Reimbursement opportunities and payment barriers
- Hardware, software and opportunities for community partnerships
- Telehealth models that work best with the agency (direct-to-consumer vs. presenting site)
- Workflows, policies and procedures for new or existing telehealth programs
- Internal trainings for staff to adopt telehealth workflows and systems
- Client education materials tailored to the telehealth services

Introductions - HealthHIV

Michael Shankle

Senior Director of Capacity Building

Anna Clayton

Capacity Building Manager

TeleHealthHIV

Introductions - Speakers

Michael Murphree
Chief Executive Officer
Medical Advocacy and Outreach
Montgomery, AL

Reetu Grewal, MD
Medical Director
UF Health Family Medicine & Pediatrics
Baymeadows
Jacksonville, FL

TeleHealthHIV

Learning Objectives

By the end of this webinar, participants will be able to:

- Identify changes to telehealth policy and reimbursement as responses to COVID-19
- Identify applications of telehealth to HIV care and treatment
- Describe options for implementing telehealth for HIV care during the COVID-19 pandemic and beyond

Submit questions through the Q&A chat box. Questions will be facilitated at the end of the webinar.

TeleHealthHIV

Telehealth - A Brief Review

A modality for delivering health care services and public health via information and communication technologies

Applications
Diagnosis
Consultation
Treatment
Education
Care management
Self-management

Benefits

Access to HIV prevention and care services
Client engagement
Patient/provider relationship

TeleHealthHIV

Telehealth & COVID-19

Policy Developments & Expansion

TeleHealthHIV

Telehealth & COVID-19: Medicare

Former Medicare Policy for Telehealth

- Rural areas
- Specified medical locations
- Virtual check-ins/e-visits
- Specific services

COVID-19 Response

- More healthcare services
- More locations (including client's home)
- Reimbursement parity
- Option to reduce/waive cost-sharing

Purpose: keep clients at home; save space in healthcare settings; prevent exposures

TeleHealthHIV

CMS. (2020). Medicare telemedicine health care provider fact sheet. Retrieved from: https://www.cms.gov/newsroom/fact-sheets/medicare-telemedicine-health-care-provider-fact-sheet

Telehealth & COVID-19: HIPAA

Former HIPAA Policy for Telehealth

- Covered entities must follow HIPAA standards to protect protected health information through telehealth
- Business Associate Agreements with third parties
- HIPAA-compliant platforms

COVID-19 Response

- *Notification of Enforcement Discretion* for health care providers
- Removes penalties for HIPAA violations
- Applies to all telehealth services
- BAAs not required for communications services

TeleHealthHIV

HHS. (2020). Notification of enforcement discretion for telehealth remote communications during the COVID-19 nationwide public health emergency. Retrieved from: https://www.hhs.gov/hipaa/for-professionals/special-topics/emergency-preparedness/notification-enforcement-discretion-telehealth/index.html

Medical Advocacy & Outreach

2900 McGehee Rd
Montgomery, AL 36111
www.maoi.org

Presented By Michael Murphree, CEO

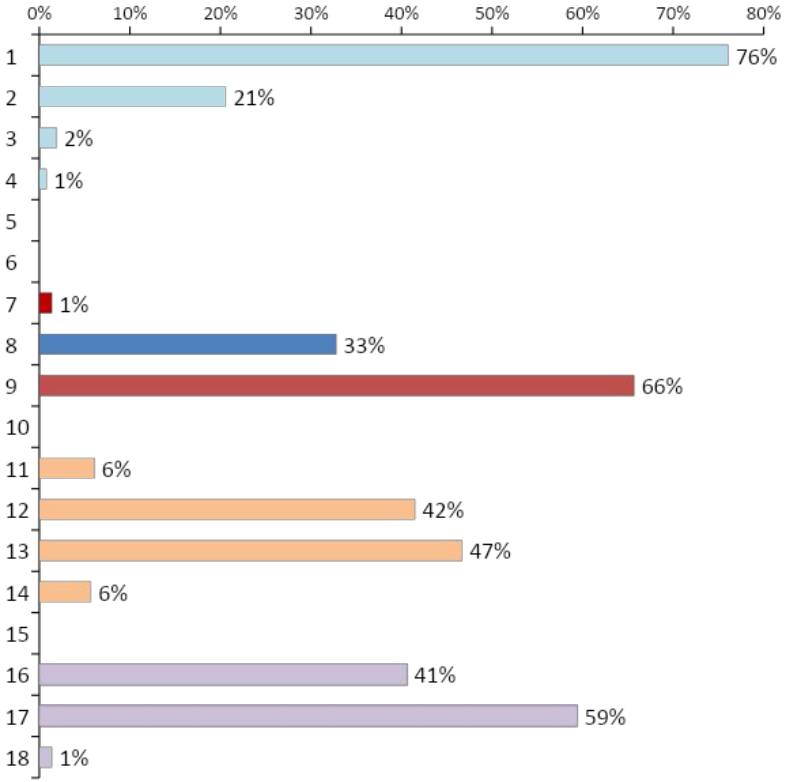
Summary of MAO

- A nonprofit, 501(c)3 organization originally established in 1987 that has expanded from a small, volunteer-based agency to a large full-service organization comprised of 115 employees

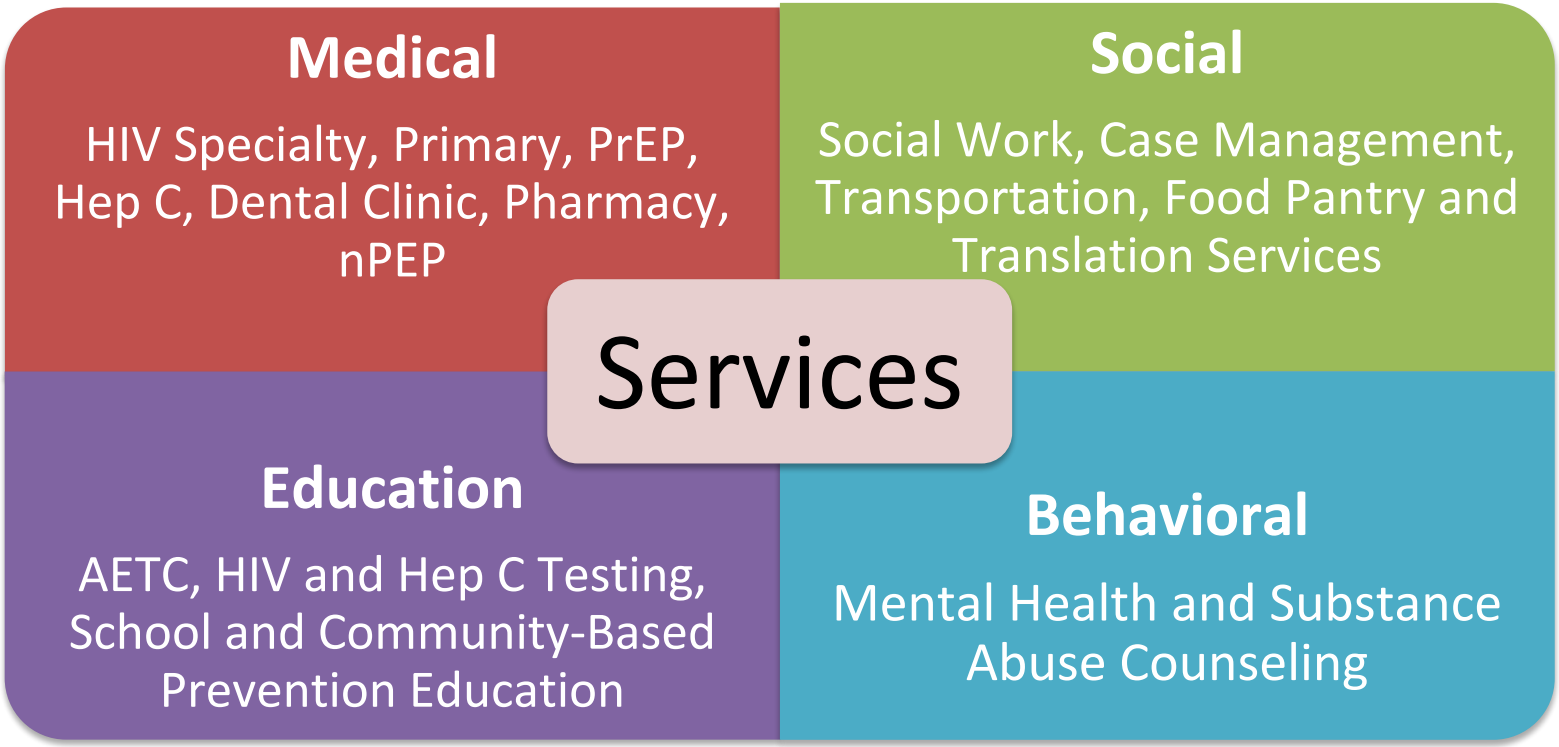
- Ryan White Part C grantee, Part B provider and Part D provider

- MAO promotes HIV knowledge and care to a growing client population, along with educational resources to the communities in which these clients live

Recipient Demographics

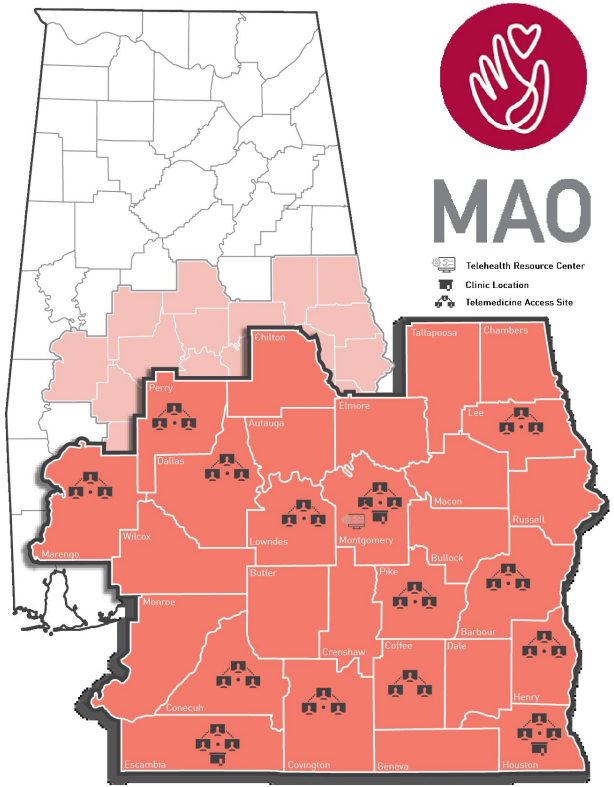


Services Provided

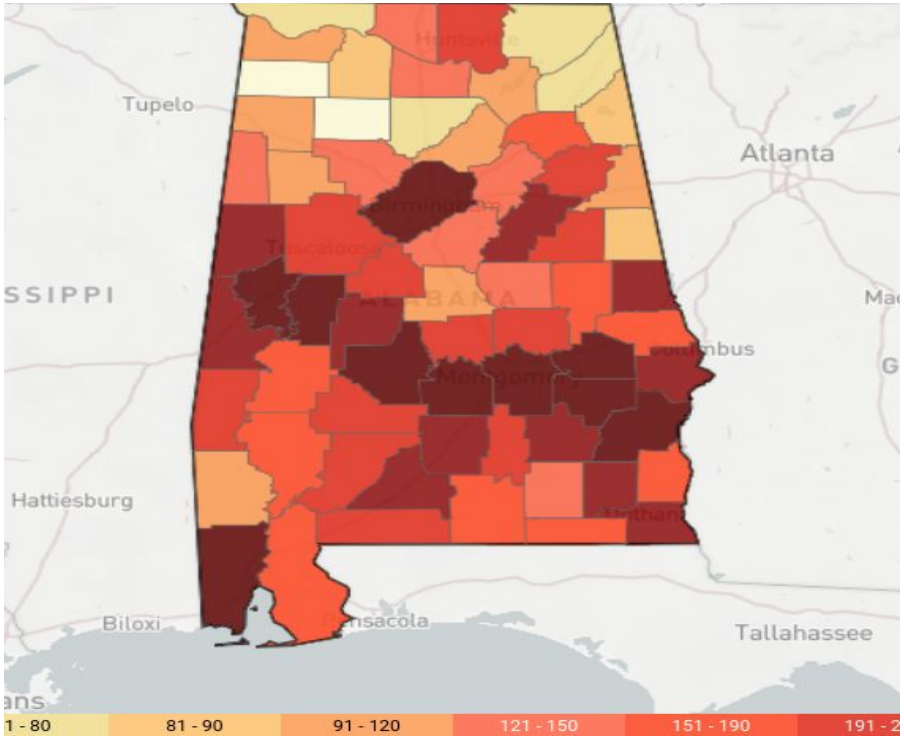


Service Area

MAO



HIV in Alabama

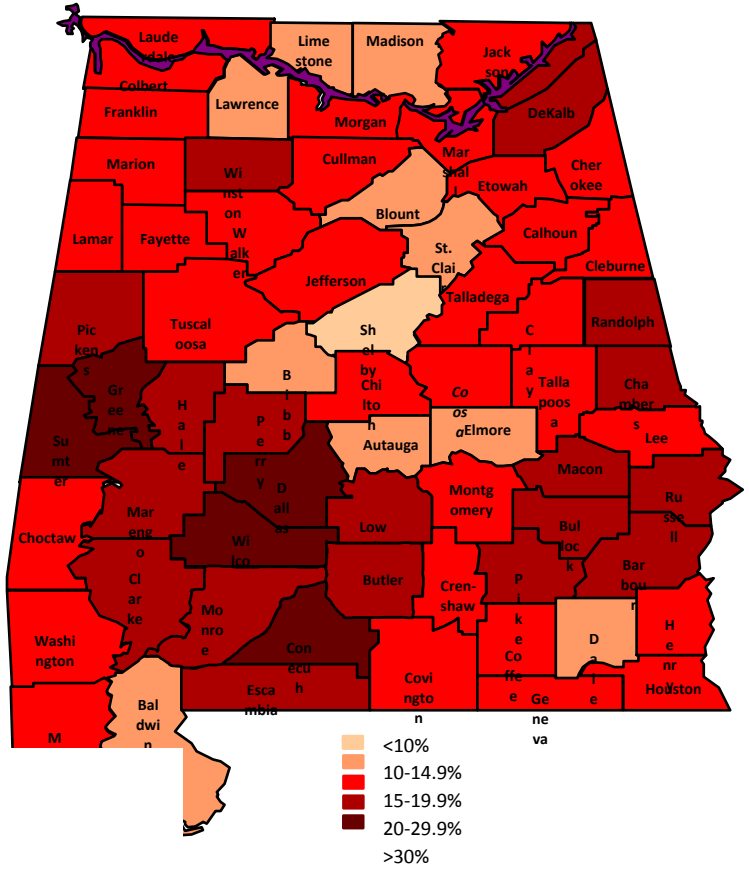


AIDSVu

Alabama - Rates of Persons Living with Diagnosed HIV, 2013

0 - 40	41 - 60	61 - 70	71 - 90	91 - 110	111 - 140	141 - 190	191 - 260	261 - 410	411+

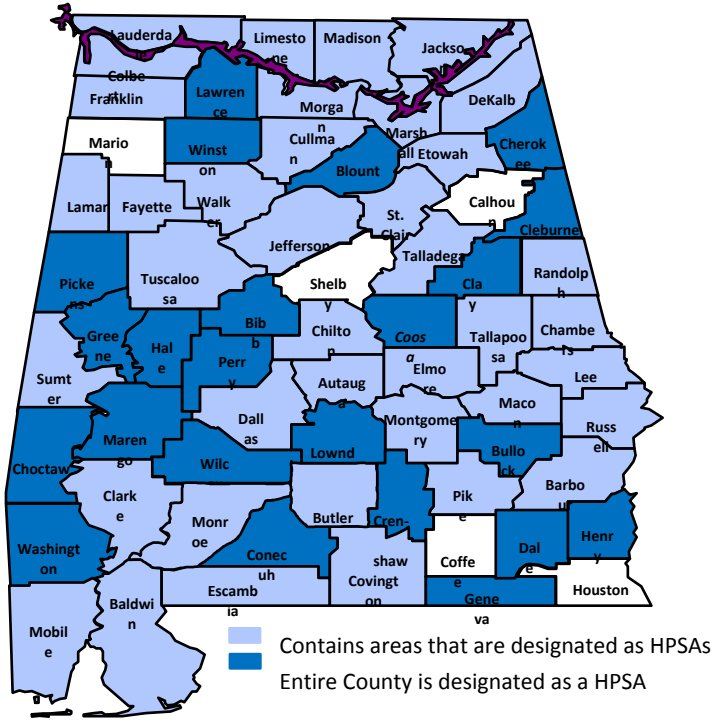
Poverty Rates in Alabama



Out of Alabama's 67 counties:

- 46 counties have poverty rates that are higher than the national average
- 23 counties have poverty rates above 20%
- 5 counties have poverty rates above 30%
- Wilcox County has the highest poverty rate in Alabama, with 38.5% of its population living below the poverty line.
- According to the US Census Bureau, the **average household income in Alabama** is less than 200% of the federal poverty definition.
- Fully 17.1% (or roughly 1 out of every 6 of Alabama's 4.8M residents) **live below the federal poverty line**

Health Professional Shortage Areas 2015



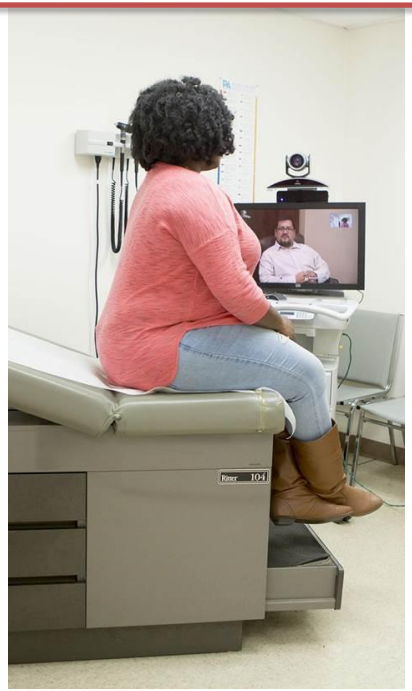
- 62 of Alabama's 67 counties are, either partially or whole, Health Professional Shortage Areas.

Barriers for Rural Care Models

MAO

- Hospital closings in rural communities
- Buy in from state and local leaders for healthcare equity
- Higher rates of uninsured people in rural communities
- Rural culture and stigma in communities toward healthcare
- Technological issues for rural medical and behavioral health providers including broadband limits

MAO



Alabama eHealth

Alabama eHealth

MAO

- In the original Alabama e-Health project, MAO partnered with Thrive Alabama in Huntsville and Whatley Health Services, Inc in Tuscaloosa to bring telemedicine services to 50 of Alabama's 67 counties.

- An innovative strategy, telemedicine links rural satellite HIV specific primary care medical clinics to providers in their permanent clinics and delivers improved access through expanded reach by providers and health facilities to patients in rural and distant locations.

What is telemedicine at MAO?

- Telemedicine is a video chat environment between a doctor and a patient
- High definition camera and video screen with 1080p capability
- Bluetooth peripheral equipment
- Maximum security: telemedicine uses 256 bit encryption – Matches the level of encryption used by the DOD

Photo courtesy of David Kohn, Washington Post

Early Screens

Telemedicine/Telehealth Currently

MAO

Telemedicine/Telehealth Currently

MAO

MAO Telemedicine/Telehealth Services

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- Medical care (initial visit done in person)
- Individual psychotherapy and addictions counseling
- Pharmacologic management
- Social Work services
- Individual medication nutrition therapy
- Follow-up inpatient telehealth consultations

Telemedicine Demographics 2019

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Telemedicine vs Clinic Statistics 2019			
	Total	**Clinic**	**Telehealth**
Patient Count	2038	1776	262
Viral Load Suppression	88.60%	88.40%	90.20%
Retention Rate	80.80%	80.30%	80.50%

Results of our Work

MAO

As of May 31, 2019, MAO had conducted more than 4,835 telehealth contacts. We had approximately 912 patients/clients who received some part of their care through our telehealth network

- >90% of our patients reported being extremely satisfied in the care received through telehealth
- 93% virologic suppression rate of HIV in those patients that are HIV positive and receive care through telehealth
- 89% retention in care rate of our telehealth patients

Results of our Work

MAO

Based on zip code data of where patients traveled to for care as opposed to the hub site of MAO provider:

- 662,568 miles of driving saved by our patients over a 5 year period
- $361,099.56 saved in driving expenses (at prevailing GSA mileage reimbursement rate)
- 148.56 miles saved on average per encounter
- 781.33 miles saved on average per patient over 5 years
- 11042.8 hours of total drive time saved for patients traveling to satellite telehealth clinics rather than our Hub sites in Montgomery or Dothan

Financial Considerations

MAO

- Hardware Codecs
  - Starting price of $4500 with 1 year maintenance
  - Full cart-based system approximately $8500
  - Convene Units at $3800
  - Peripheral costs in addition as needed
- Software Codecs available for use with computer
  - Costs vary depending on product ($200 -$300 monthly)
  - Make sure HIPAA compliant
- Third party payers are supporting in greater numbers

COVID-19 IMPACT and Telemedicine/Telehealth

MAO

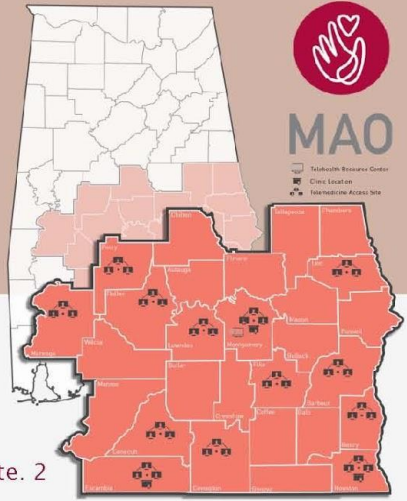
- Medical providers able to serve from home.
- Behavioral therapists and social workers assisting from home offices
- Mail-order medication delivery utilized more with telehealth consults
- Making “Suitcase Units” more of a reality after current pandemic

Medical Advocacy & Outreach

Get to Know MAO!

@MAOofAlabama – maoofalabama - MAO

MAOI.ORG



Call (800) 510-4704 for FREE HIV and Hepatitis C screenings, medical and behavioral health care, education, and social services.

MONTGOMERY

Administrative Office
500 Interstate Park Dr., Ste. 522
Montgomery, AL 36109
(334) 280-3349

Copeland Care Clinic
2900 McGehee Rd.
Montgomery, AL 36111
(334) 280-3349

Copeland Care Pharmacy
2900 McGehee Rd.
Montgomery, AL 36111
(334) 239-9692

MAO Dental Clinic
3050 McGehee Rd.
Montgomery, AL 36111
(334) 239-9704

MAO Learning Center
AETC AIDS Education & Training Center Program Alabama
2530 Fisk Rd.
Montgomery, AL 36111
(334) 288-8091

MAO Wellness Center
3050 McGehee Rd.
Montgomery, AL 36111
(334) 356-0549

DOTHAN

MAO - Dothan
Clinic
1865 Honeysuckle Rd., Ste. 3
Dothan, AL 36305
(334) 673-0494

Education & Special Projects
1865 Honeysuckle Rd., Ste. 2
Dothan, AL 36305
(334) 673-0494

ATMORE

MAO - Atmore
1321 S. Main St., Ste. 2
Atmore, AL 36502
(334) 280-3349

Alabama eHealth **Satellite Clinics:**
Barbour, Conecuh, Covington, Dallas, Escambia, Henry, Lowndes, Marengo, Perry, and Pike counties

MAO TRC
A Division of Medical Advocacy & Outreach

Bridge the Gap in Rural Care!
Get connected with the
MAO Telehealth Resource Center
2800 Zelda Rd Ste. 200-6
Montgomery, AL 36106

(334) 386-3839

UF Health Jacksonville
HIV & COVID-19

Reetu Grewal, MD
Associate Professor, Community Health & Family Medicine

UFHealth
UNIVERSITY OF FLORIDA HEALTH

76548 13
Greetings
from
JACKSONVILLE
Florida

TM Background

- TM Program started in 2017
  - Neurology & Family Medicine
- September 2017 awarded CDC funds to tailor existing TM program to PLWH
- Goal >200 unique PLWH via TM

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TM Background

- Project went live in September 2018
- EMR is EPIC
- MyUFHealth portal
- Previously using Vidyo Platform
- February 2020 updated to Zoom

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Clinical Eligibility Criteria

- Symptoms that would NOT be appropriate for a Telemedicine Visit:
  - Any acute/life-threatening illness
- Medical complications or conditions NOT appropriate for Telemedicine Visit:
  - CD4 count < 200 cells/mm^3
  - Unstable chronic disease
  - Chronic pain – requiring narcotics be prescribed during the Virtual Visit

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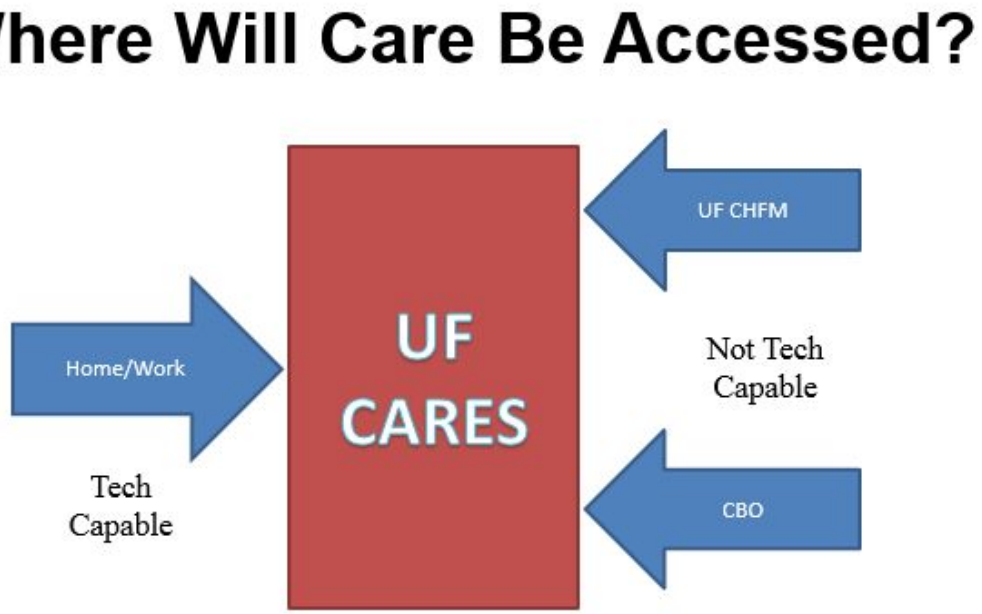
Eligibility Criteria



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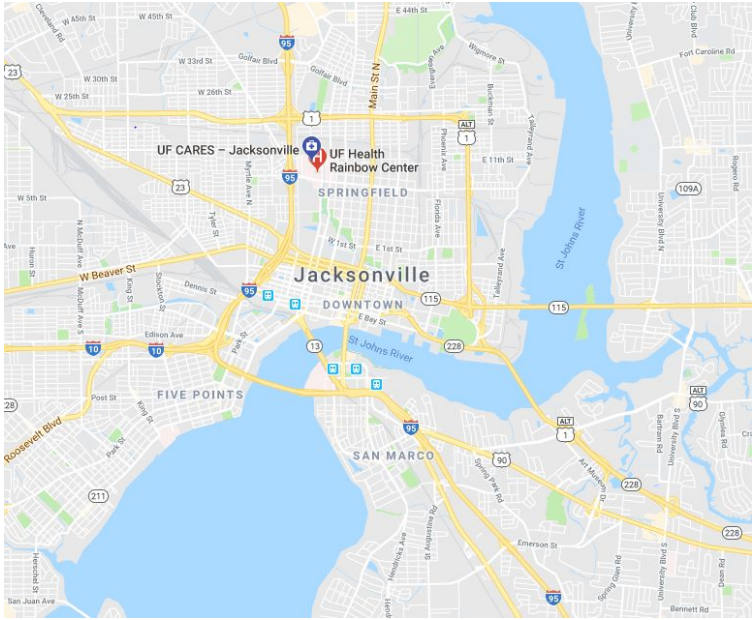
Services

- Pediatric care
- Chronic disease treatment: HIV, Hep B/C
- Gynecology
- Social work/Case management
- Psychology
- Pharmacy
- Nutrition



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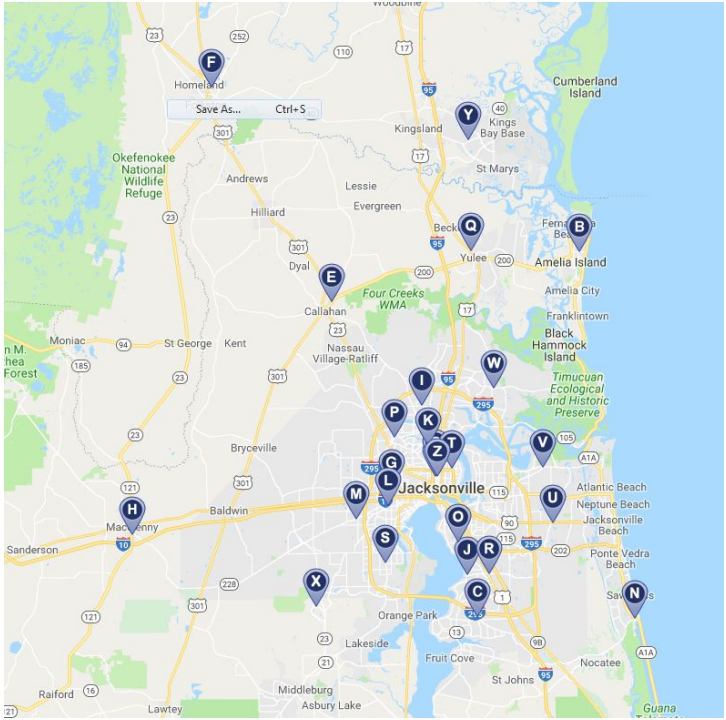
Partners

- 31/31 UF CHFM sites trained as presenting sites
- CBO partners:
  - JASMYN
  - River Region
  - NFAN
  - Edgewood Pharmacy
  - Nassau County HD



Project Challenges

- Reimbursement for TM
  - Florida has no parity laws for TM
  - FL Medicaid approved TM 12/18
  - Local TGA for Ryan White approved TM in 3/19
  - Other insurances variable

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Project Challenges

- Lack of dedicated staff
- Patient engagement
- Provider engagement
- Technical issues with Vidyo on patient side

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Project Successes

- Weekly case conferences
  - Interdisciplinary team review of upcoming appointments
  - Screening for TM appropriateness

- Hiring of TM Navigator 12/19

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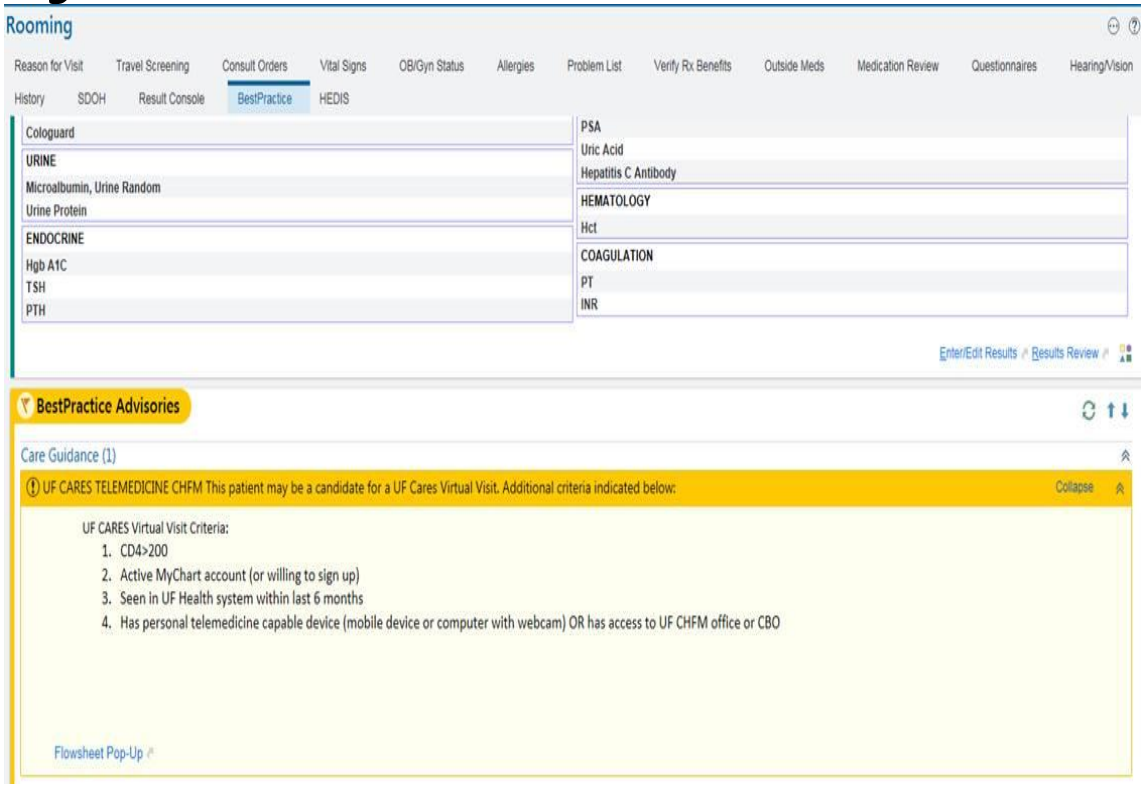
Project Successes



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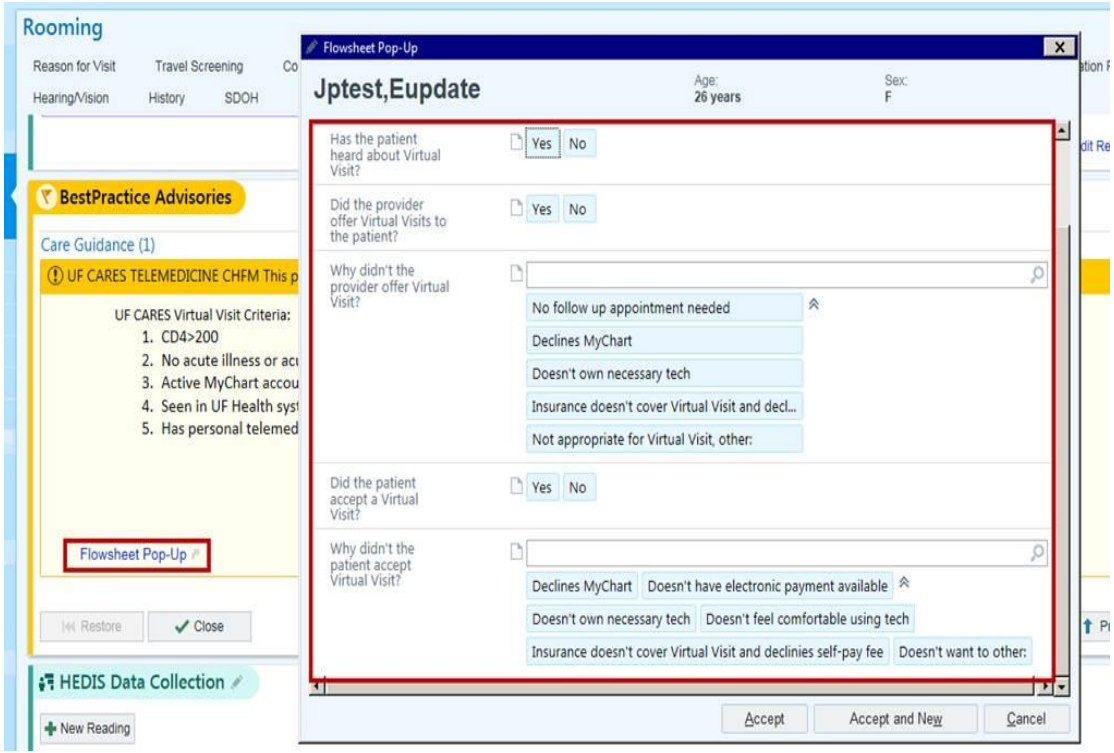
Project Successes



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Prior to COVID-19

- As of 8/26/19:
  - 71 TM visits conducted
  - 58 unique patients
- As of 2/10/20:
  - 178 TM visits conducted
  - 115 unique patients

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Prior to COVID-19

- As of 2/10/20:

  Ancillary Services:

  – Psychology (3 visits, 2 unique patients)

  CBO Partners

  – Nassau County only

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Changes Since COVID-19

- UF CARES is a Hospital Based Clinic

- UF Health has consolidated entrances for patients and staff

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Changes Since COVID-19

- Eligibility Criteria loosened
- All patients eligible regardless of CD4 count
- All patients are converted to TM visit or rescheduled for summer
- Emergency care only in clinic

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Updates Since COVID-19

- Increase in utilization of TM from community partners
- Reimbursement for TM from most insurance plans
- Connection issues mostly resolved with Zoom

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Updates Since COVID-19

- As of 3/30/20:
  - TM visits conducted 257
  - Unique patients 168
- Ancillary Services:
  - Psychology (10 visits, 9 unique patients)
  - Pharmacy
  - Nutrition

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thank you!

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Question & Answer

View the Questions & Answers from this webinar on HealthHIV.org/TeleHealthHIV

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SYNChronicity

Virtually syncing HIV, HCV, STI and LGBTQ Health

JUNE 23-25, 2020/SYNC2020.org

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Thank you!

Please complete the **evaluation** & **telehealth survey** that will be sent to your email after this webinar.

Visit **HealthHIV.org/TeleHealthHIV** to access webinar archives, resources, and capacity building assistance.

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