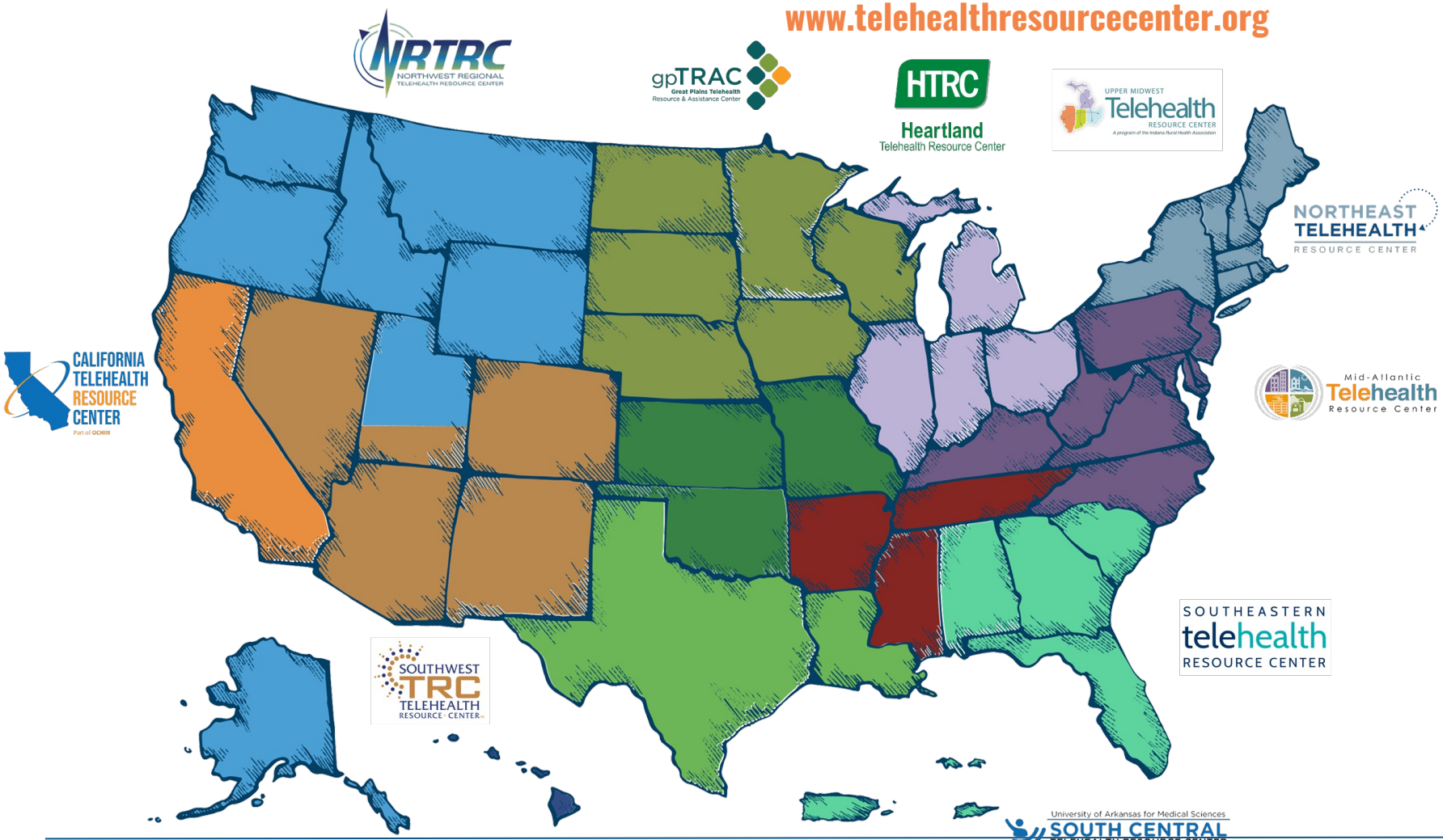
NATIONAL CONSORTIUM OF
TELEHEALTH
RESOURCE CENTERS

TAP into Telehealth: Innovative Models of Telehealth Access Points (TAPs)

May 11, 2023

HRSA Funded Telehealth Resource Centers

www.telehealthresourcecenter.org



NRTRC	gpTRAC	NETRC
CTRC	HTRC	UMTRC
SWTRC	SCTRC	MATRC
PBTRC	TexLa	SETRC

12 REGIONAL RESOURCE CENTERS

TTAC TelehealthTechnology.org

CCHP

2 NATIONAL RESOURCE CENTERS

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End of PHE Collection

- Post PHE Billing Policy – FAQ
- End of the PHE Telehealth Compliance Checklist
- Preparing for the End of the PHE – Provider Communication
- The Pandemic is Ending: Key Dates for Telehealth You Should Know

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Webinar Tips and Notes

- Your phone &/or computer microphone has been muted.
- If we do not reach your question, please contact your regional TRC. There may be delays in response time: https://telehealthresourcecenter.org/contact-us/
- Please fill out the post-webinar survey.
- Closed Captioning is available.
- Please submit your questions using the Q&A function.
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- Recordings will be posted to our YouTube Channel:

  https://www.youtube.com/c/nctrc

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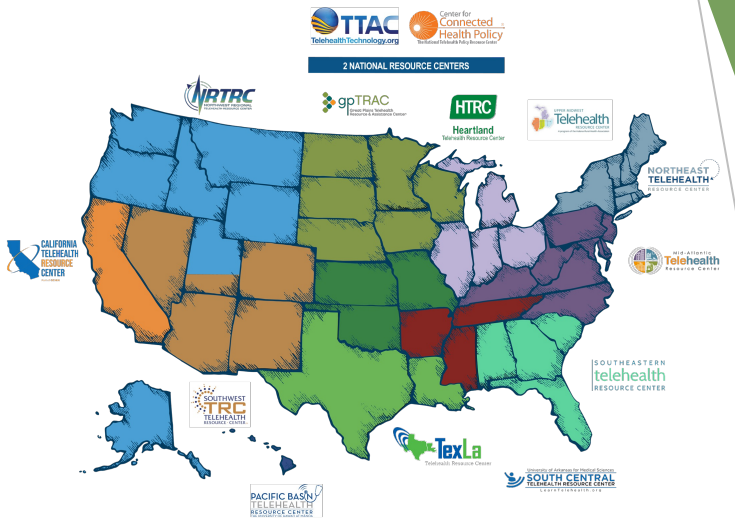
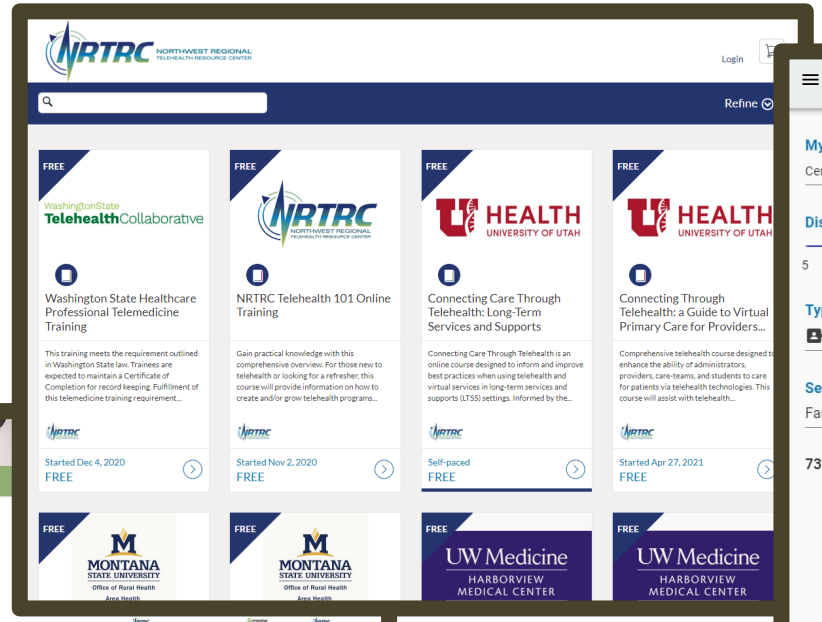


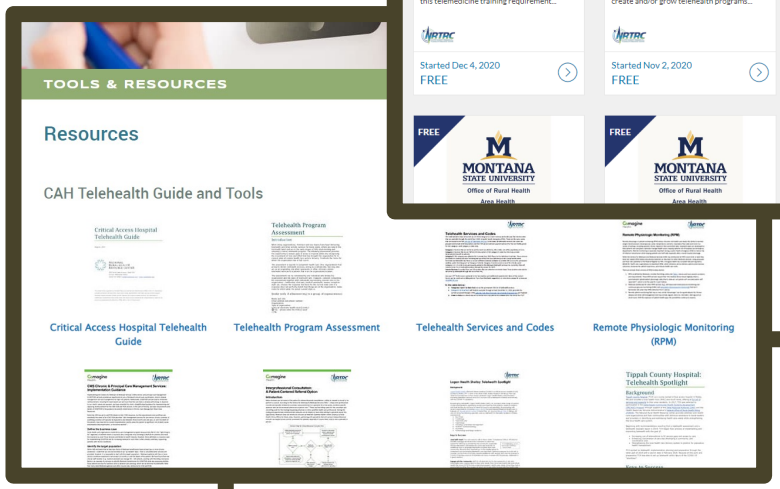
TAP into Telehealth: Innovative Models of Telehealth Access Points (TAPs)

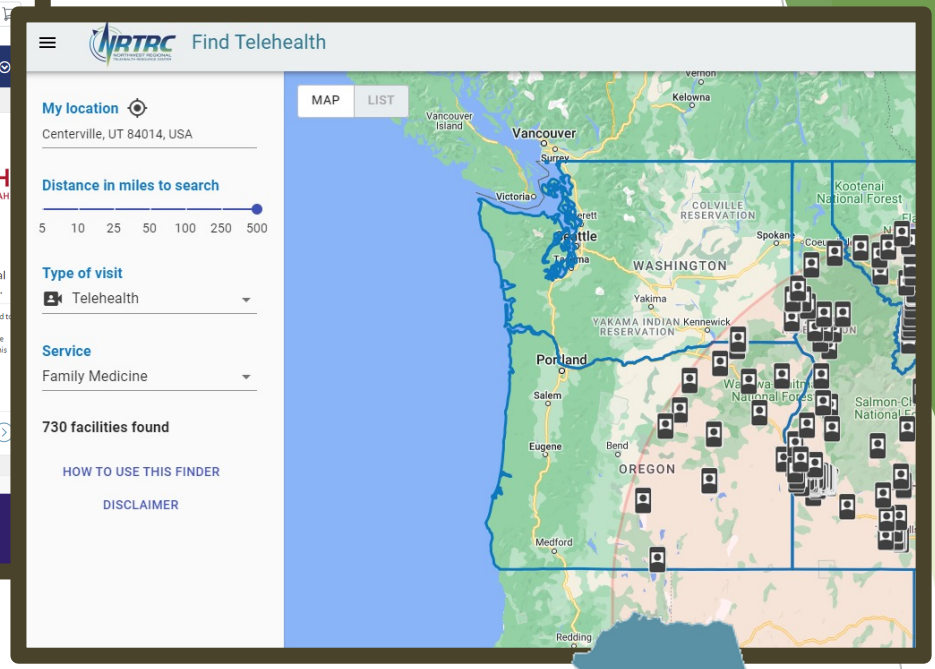
The Northwest Regional Telehealth Resource Center

and

The National Consortium of Telehealth Resource Centers





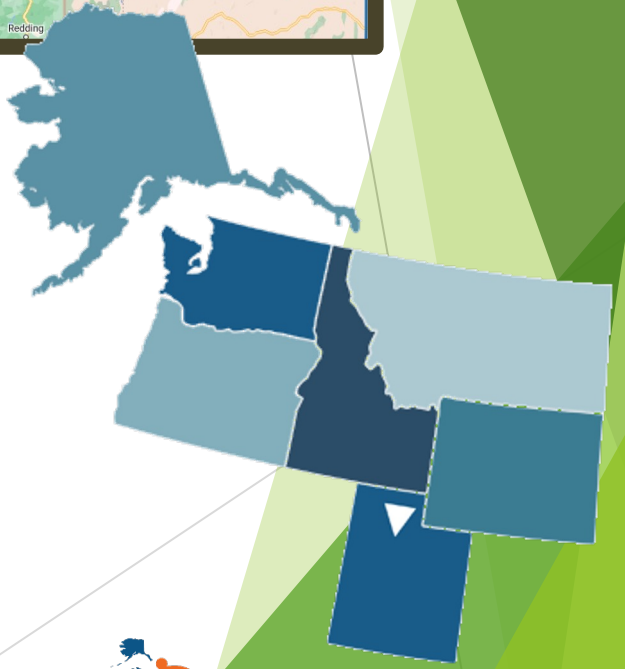


End-of-the-PHE Telehealth Compliance Checklist

Reimbursement for Telehealth Services under the Medicare Physician Fee Schedule

- Effective January 1, 2024, **practitioners who render telehealth services from their home** will be required to report their home address on their Medicare enrollment
- **Geographic and location restrictions** will be waived through 12/31/24
- Waiver is permanent for **telebehavioral health services** subject to certain restrictions effective 1/1/25
- **Reimbursement for PT, OT, S/L pathologist, and audiologist telehealth services** will continue through 12/31/24
- **Reimbursement for audio-only services** (audio-only E/M (CPT 99441-43) and specified behavioral health & education services) will continue through 12/31/24
- **Reimbursement for RHCs and FQHCs for medical telehealth services** under G2025 will continue through 12/31/24 (reimbursement for telebehavioral health services as RHC/FQHC services are now permanently covered)
- **Reimbursement for Category 3 telehealth services** will continue through 12/31/23; reimbursement for services added to the telehealth services list during the PHE not designated as Category 1, 2, or 3 telehealth services will continue through 10/9/23 (these dates are subject to change during the 2024 MPFS rulemaking process)

Visit us!



NRTRC NORTHWEST REGIONAL TELEHEALTH RESOURCE CENTER

NATIONAL CONSORTIUM OF TELEHEALTH RESOURCE CENTERS

What is a TAP?

A Telehealth Access Point, or TAP, is a dedicated public space for individuals to access a telehealth appointment. These spaces consist of an adequate internet connection, a device with working camera, speaker and microphone, as well as privacy considerations in the form of a dedicated room or kiosk where the telehealth visit can be conducted. TAPs may also have support staff to assist an individual through a telehealth appointment if needed.

Dr. Amanda DeDiego, LPC
Associate Professor,
University of Wyoming

Didgette McCracken
Open Campus and
Agriculture Faculty,
Oregon State University

Lesly Roose
Program Manager,
Department of Veterans
Affairs

NORTHWEST REGIONAL TELEHEALTH RESOURCE CENTER

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PATHS
Public Access
Telehealth Spaces

Key Barriers to Rural Healthcare

- Geography
- Stigma/Safety
- Technology Limitations

Implementation and Evaluation

Key elements to addressing healthcare disparities must include (CDC, 2016):

(1) innovation,

(2) a technical package including synergistic and goal-focused approaches,

(3) central management including real-time monitoring, feedback, and evaluation,

(4) partnerships between public and private organizations,

(5) effective communication, and

(6) political commitment to support and resources.

A counselor and a librarian sit around a conference table...

NATRONA COUNTY LIBRARY

Public Access Telehealth Spaces (PATHS)

Goals

1. Address healthcare **equity** by creating originating sites for community access to healthcare in stigma-free environments.

2. Enhance an **inclusive** provider network for coordination of care, communication between organizations, and greater awareness of resources for community members.

3. Support partners in guiding implementation of ***telehealth*** in community spaces.

PATHS Core Components

Education	1. Partnerships to offer community health education. 2. Provider education and consultation.
Prevention	1. Health fairs in library and community spaces. 2. Health and prevention programming. 3. Health information resource centers in libraries. 4. Suicide prevention training for library staff.
Intervention	1. HIPAA-secure and ADA-compliant telehealth access in libraries and other community spaces. 2. Connection to specialty services for rural and vulnerable communities via telehealth. 3. Equity in healthcare access with visibility of provider options via a statewide telehealth network.

How Does it Work?

LIBRARY SITES SUPPORT…

- Broadband access
- Secure location
- IT Support
- Online scheduling for use of space
- Data reporting

TELEHEALTH NETWORK SUPPORTS…

- Provider awareness and support for public awareness marketing
- Outcomes evaluation
- Provider education for telehealth
- Grant writing and management

Current Identified Sites In Wyoming

Funded

1. Cody Library (Park County)
2. Casper Library (Natrona County)
3. Sheridan Library (Sheridan County)

Network Partners

Wyoming State Library

WyTN Wyoming Telehealth Network

ncht

Wyoming Department of Agriculture

W.A.S.P. Wyoming Alliance for Suicide Prevention

Wyoming ORH Your Partner in Rural Health

University of Wyoming College of Health Sciences Fay W. Whitney School of Nursing

USDA United States Department of Agriculture Rural Development

ICfL Idaho Commission for Libraries

University of Wyoming College of Agriculture and Natural Resources Extension

University of Wyoming College of Health Sciences Wyoming Institute for Disabilities

University of Wyoming Casper

University of Wyoming College of Education

Collaborate with PATHS

Dr. Amanda DeDiego, LPC, NCC, BC-TMH

- *Project Director*
- adediego@uwyo.edu

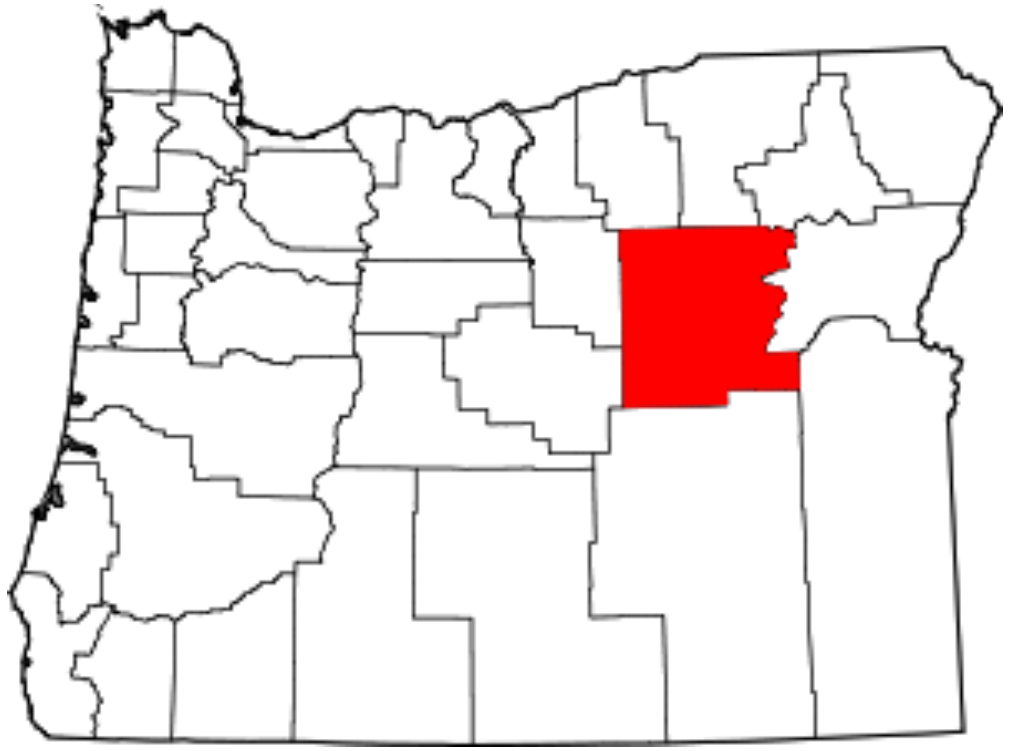
Open Campus

CURRENT PRACTICES AND SOLUTIONS

Oregon State University

Our county

- Frontier (<6 people/sq mile)
- 7200 people
- 4500 square miles
- 63% public lands (USFS)
- Economic/Population center is John Day pop 1400
- Connectivity 30% less than the rest of the state



Cybermill creation

We did our homework

- Survey
- Talked to partners
- Funders
- Created a vision/mission
- Business plan
- BRANDING!!!!

Proof of concept

- Seneca Oregon population 180
- 900 Sq foot building
- No internet access
- Fundraising

Operations

- IT person
- Cleaning person
- Accounting
- Grand opening
- Anniversary celebrations

Grant County CyberMill

Key services for spaces

- Mental health services
- Meeting spaces for providers
- Telehealth appointments

Key Partnerships

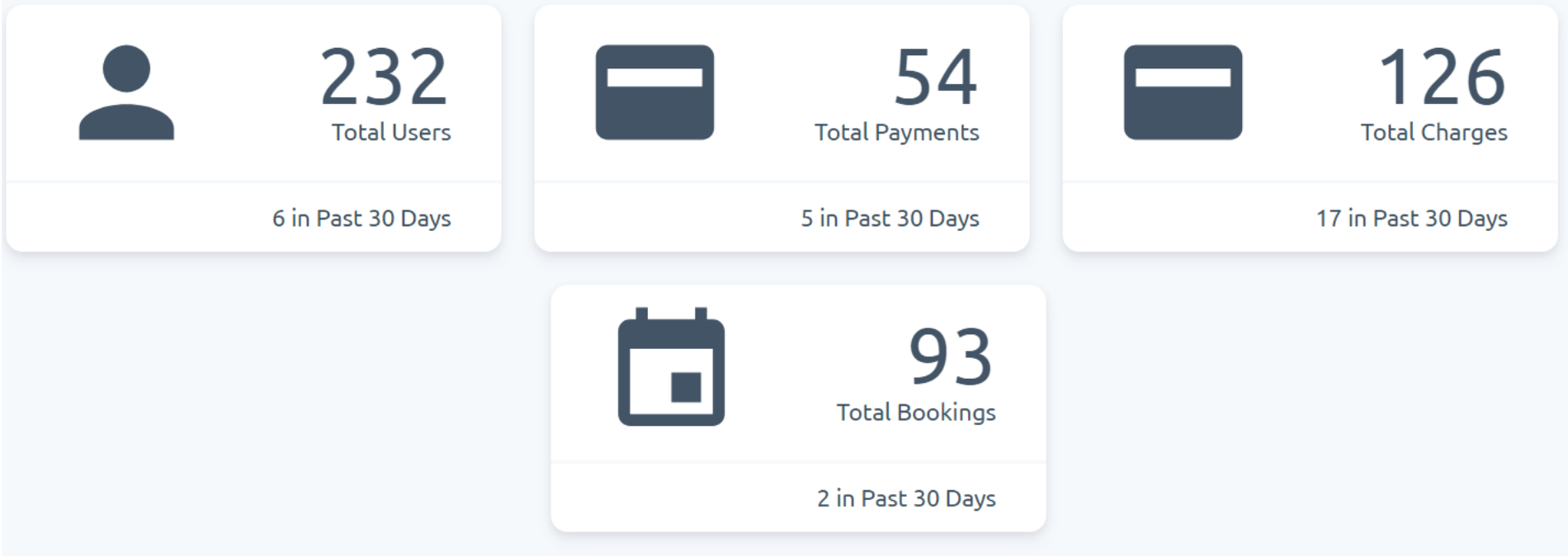
- Local and regional hospital
- Local providers
- Community Counseling Solutions*
- Senior and Veterans services
- Oregon Health Authority*
- Local Community Health Partnership*

Seneca CyberMill

Opened November 2021

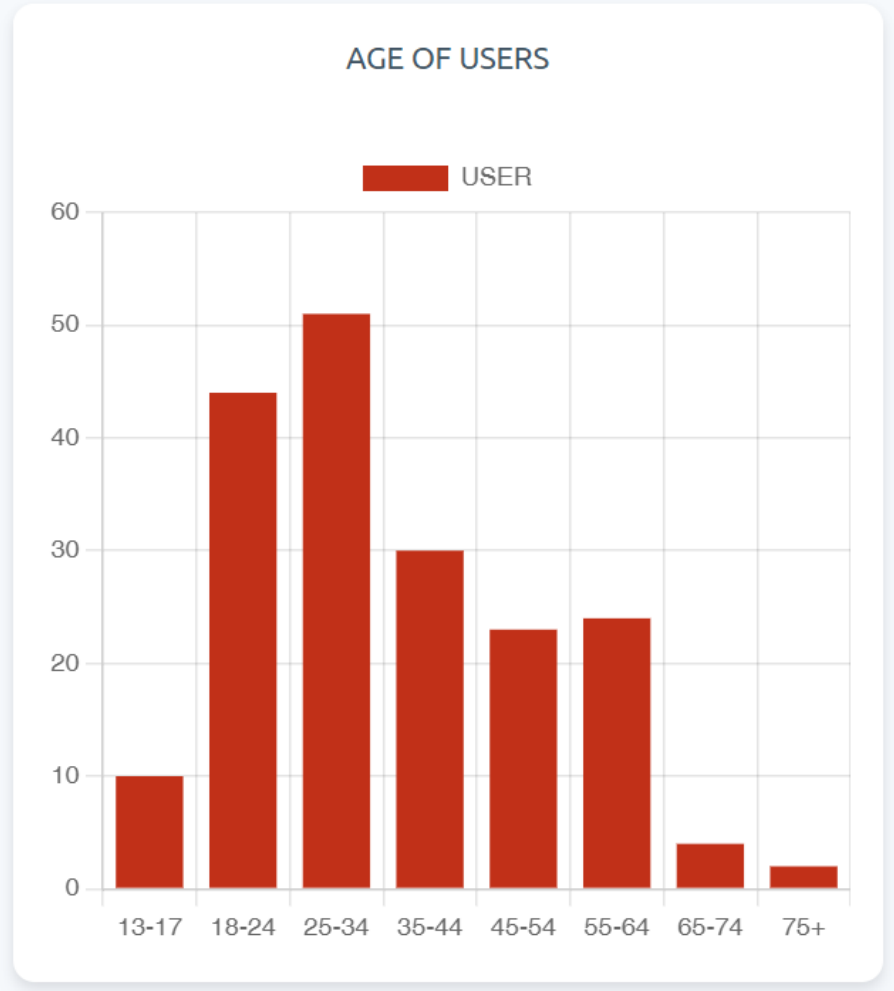
CYBER MILL
SENECA

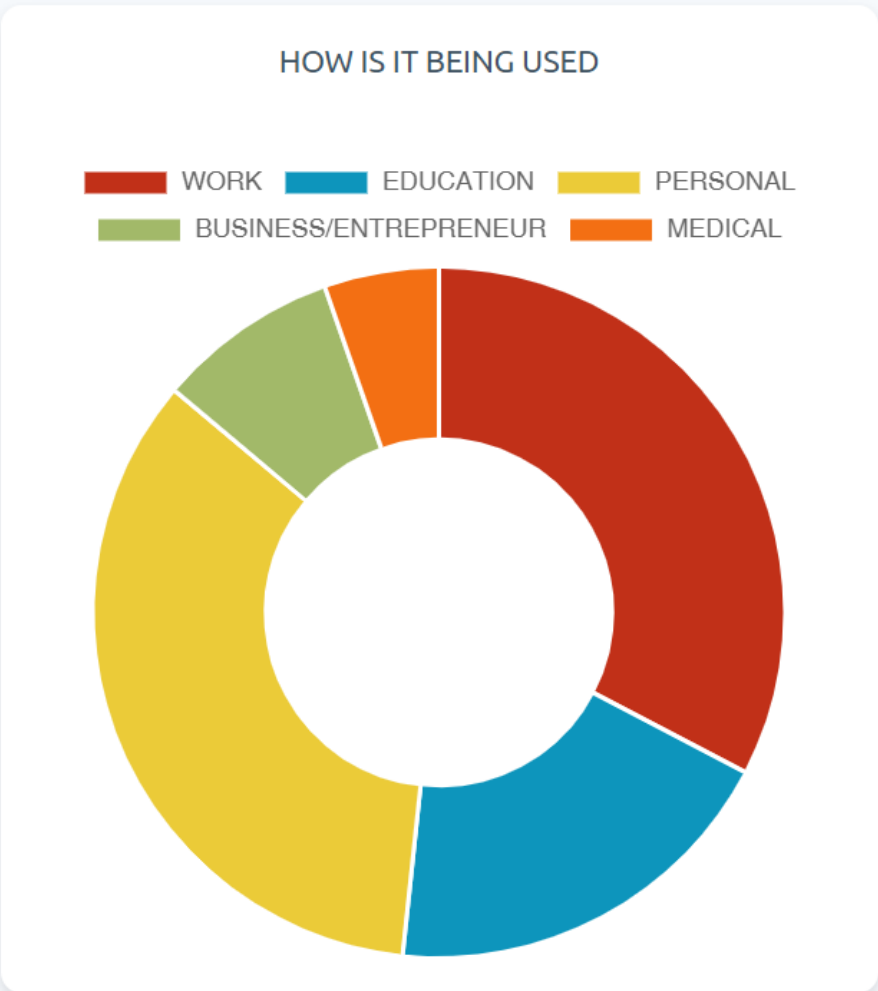
Seneca Data



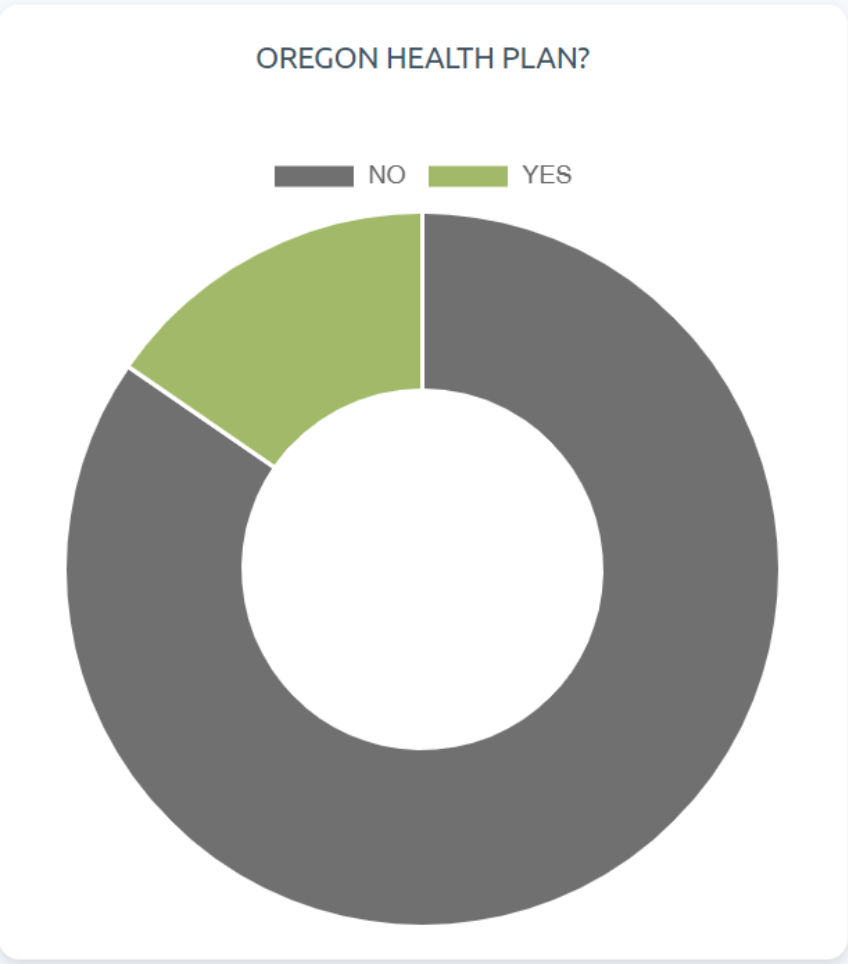
Opened November 2021
Seneca population 180
130%

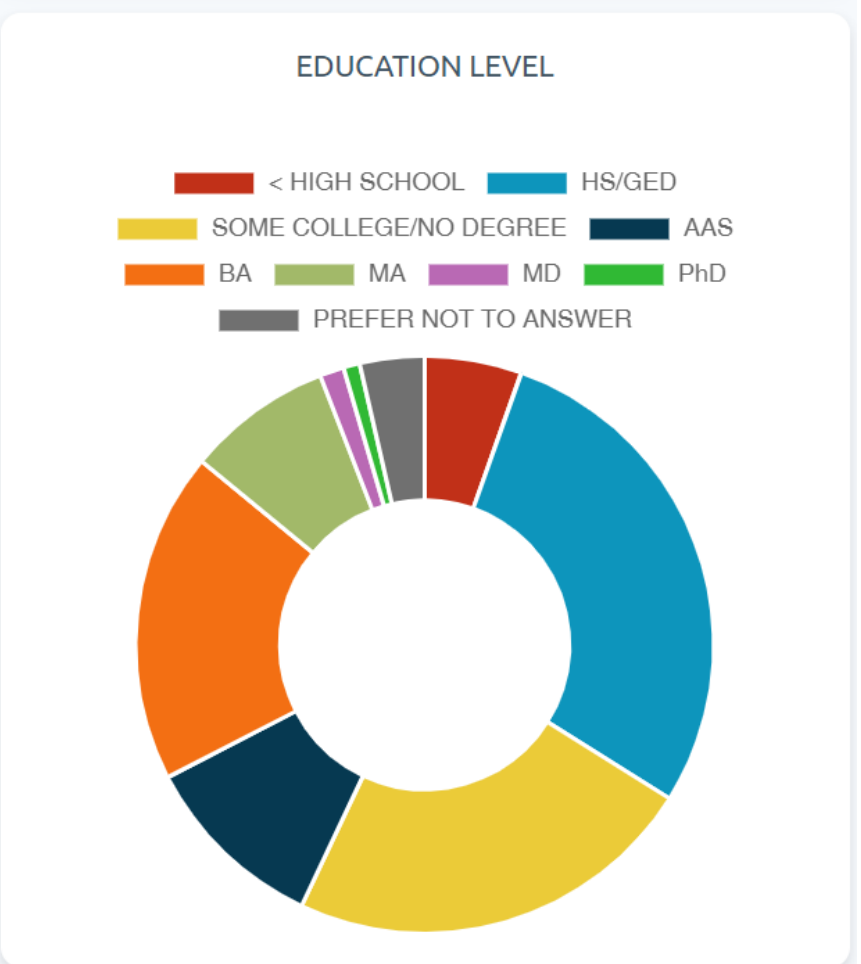
Seneca Data


AGE OF USERS
USER
60
50
40
30
20
10
0
13-17
18-24
25-34
35-44
45-54
55-64
65-74
75+


HOW IS IT BEING USED
WORK
EDUCATION
PERSONAL
BUSINESS/ENTREPRENEUR
MEDICAL

Seneca Data

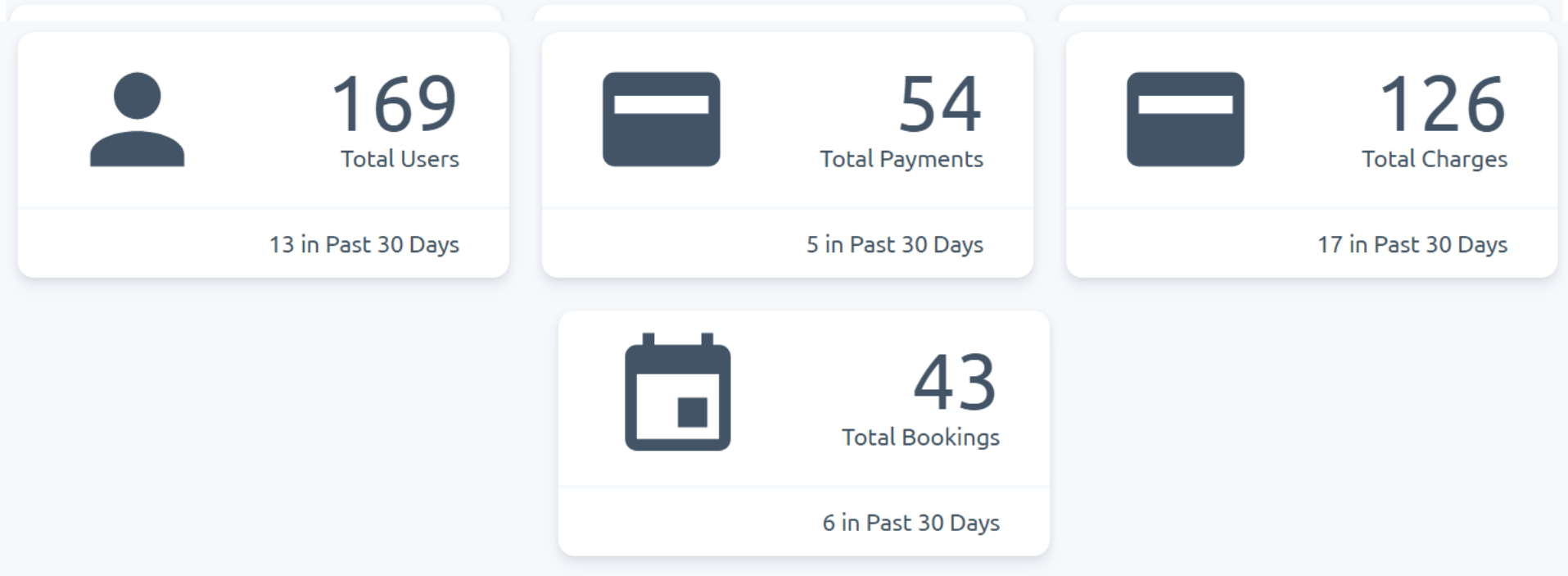

OREGON HEALTH PLAN?
NO
YES


EDUCATION LEVEL
< HIGH SCHOOL
HS/GED
SOME COLLEGE/NO DEGREE
AAS
BA
MA
MD
PhD
PREFER NOT TO ANSWER

Prairie City CyberMill

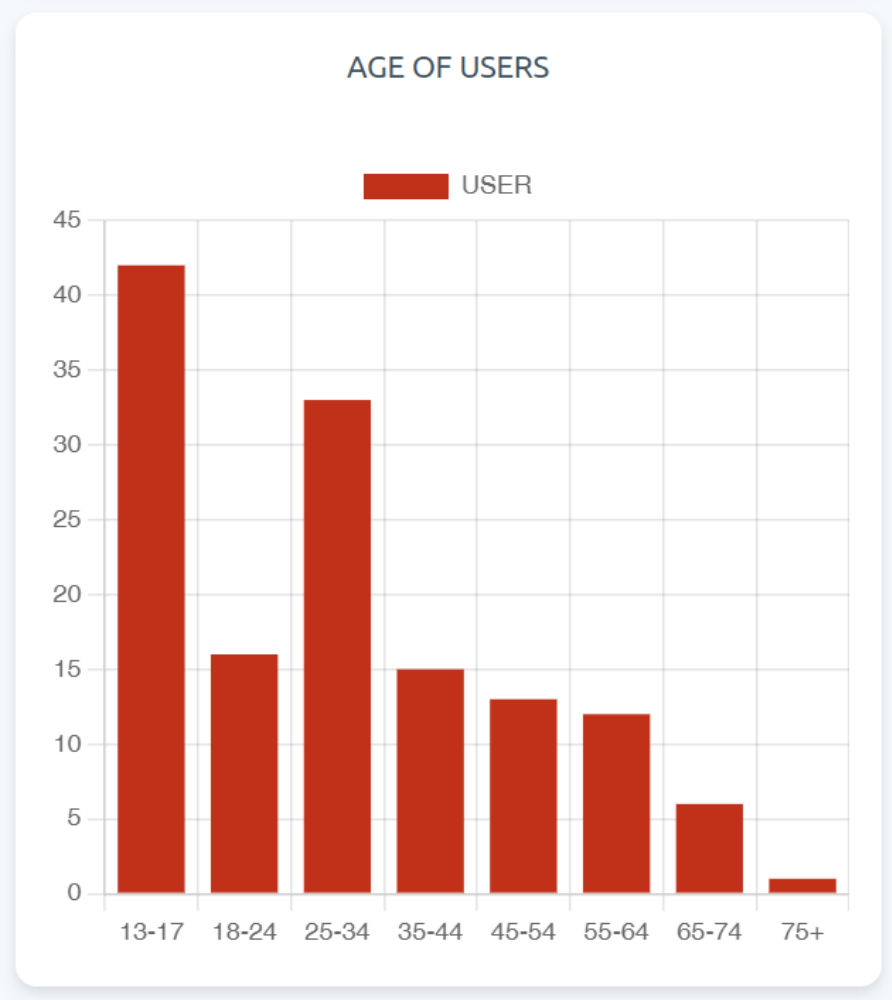
Opened October 2022

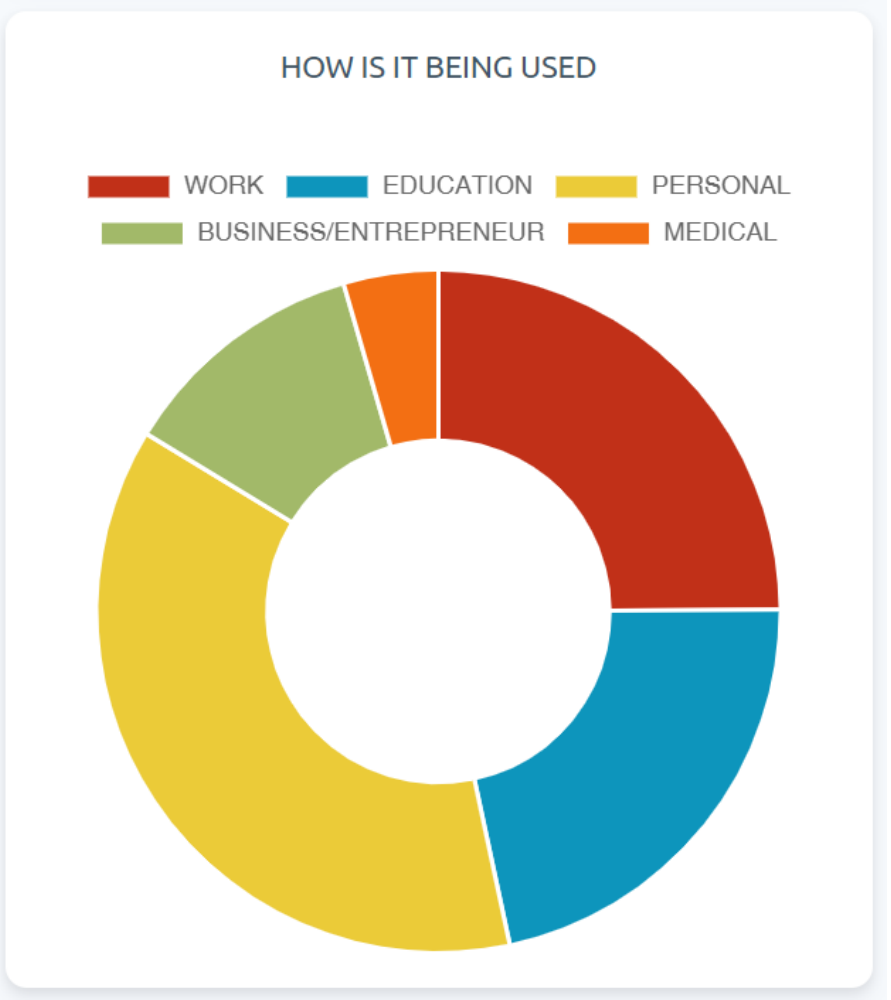
Prairie City Data



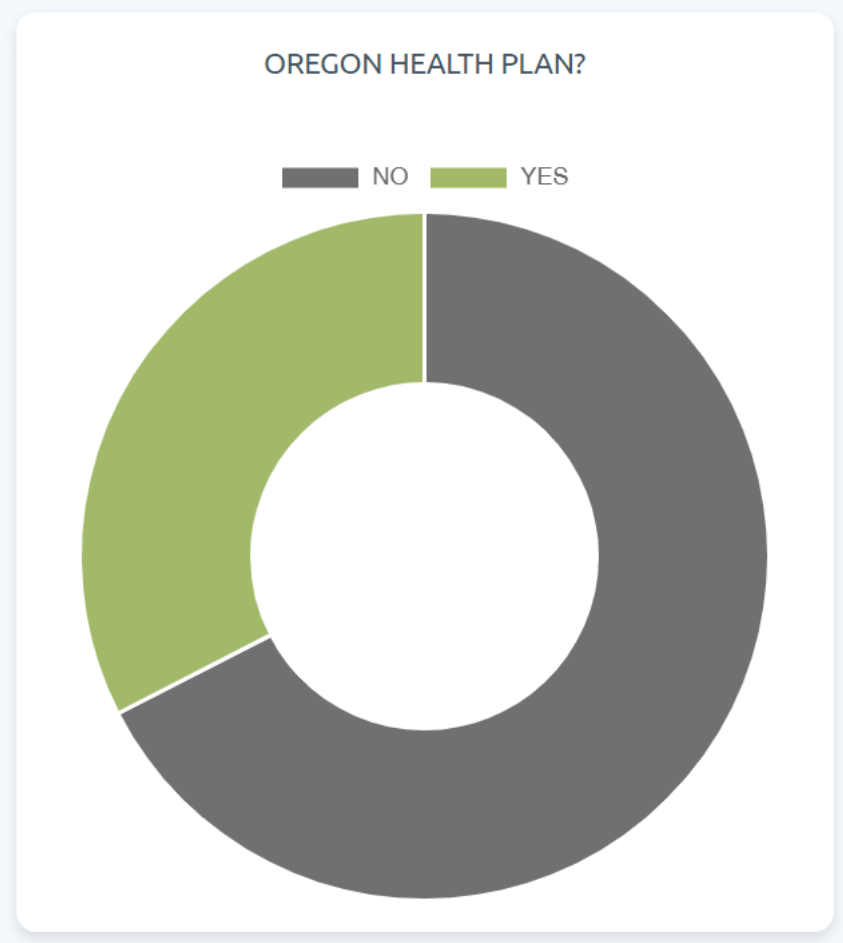
Opened October 2022
Prairie City population 825
23%

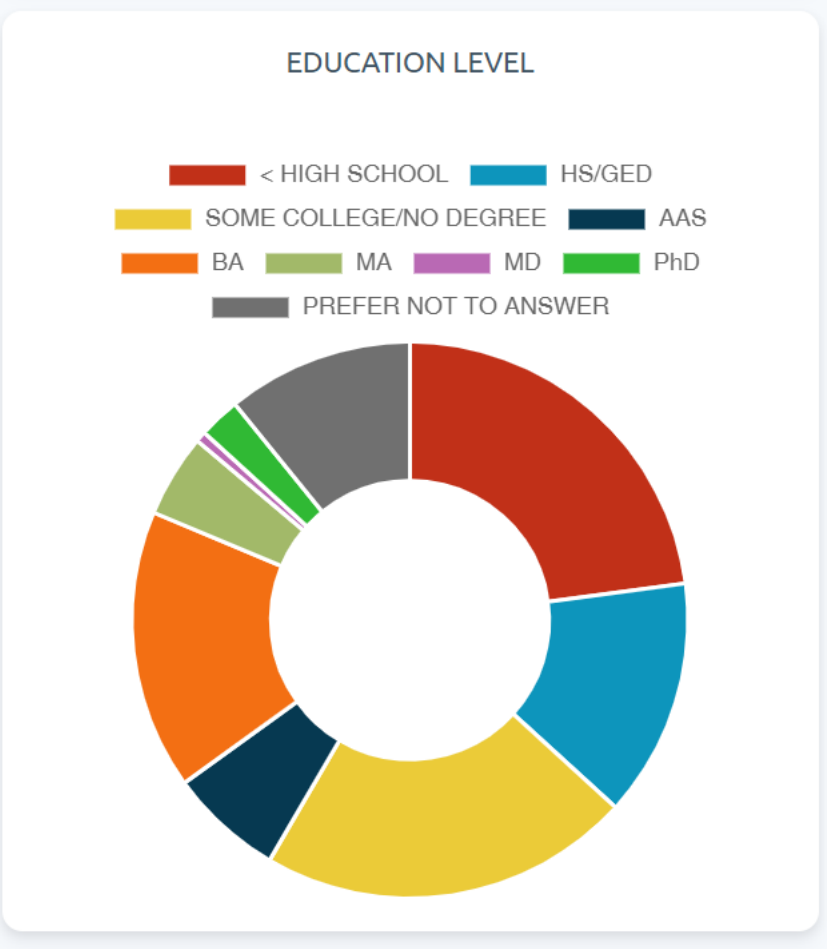
Prairie City Data





Prairie City Data





gccybermill.com

Didgette.mccracken@oregonstate.edu

ATLAS

Accessing Telehealth through Local Area Stations

Program Overview

Leslyann Roose, RN, BSN, MS
National ATLAS Program Manager

VA | U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Connected Care

Program Overview

ATLAS Overview

Goal:

- ATLAS aims to enhance the accessibility of VA care for Veterans in their communities and helps bridge the digital divide.

Experience:

- ATLAS offers an alternative experience to telehealth at home or routine care at the local VA facility, by providing a private space, free of distractions, that is also comfortable and affords a living room like setting to receive care.

Implementation Approach:

- **Current:** VA has partnered with public and private organizations to establish comfortable, private locations for Veterans to connect with their VA care team using video telehealth, particularly in communities where Veterans live far from a VA facility or have poor connectivity at home.
- **Future Enhancement:** VA is establishing a grant program that will provide organizations funding to create community telehealth access points in partnership with VA facilities.

"I had no idea it was so easy to see my doctor."

ATLAS Sites

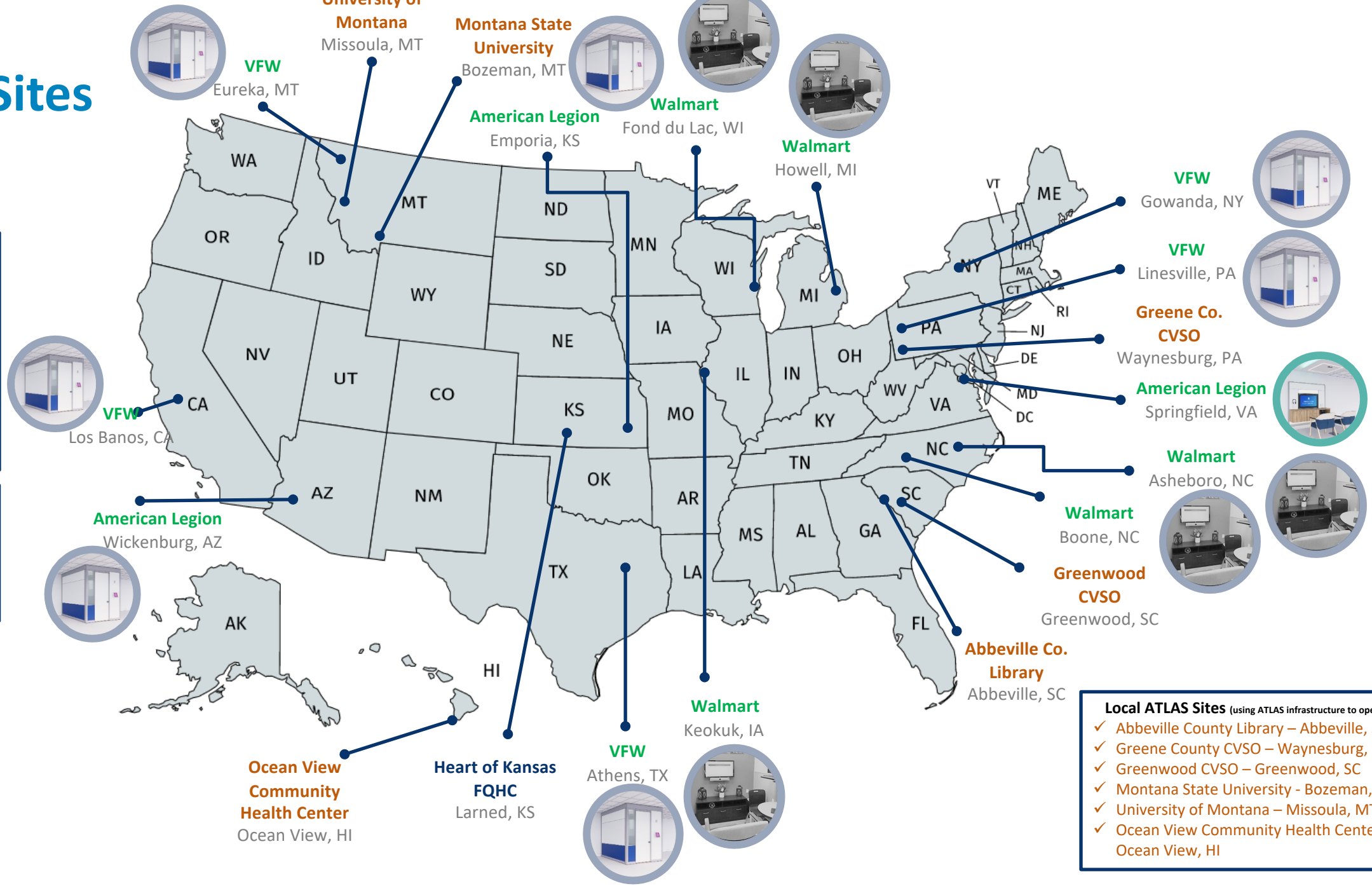
VSO Pilot Sites:

VFW:
- ✓ Eureka, MT
- ✓ Linesville, PA
- ✓ Athens, TX
- ✓ Los Banos, CA
- ✓ Gowanda, NY

American Legion:
- ✓ Springfield, VA
- ✓ Wickenburg, AZ
- ✓ Emporia, KS

Walmart Sites:
- ✓ Asheboro, NC
- ✓ Boone, NC
- ✓ Keokuk, IA
- ✓ Howell, MI
- ✓ Fond du Lac, WI

✓ = Operational



Local ATLAS Sites (using ATLAS infrastructure to operate)
- ✓ Abbeville County Library – Abbeville, SC
- ✓ Greene County CVSO – Waynesburg, PA
- ✓ Greenwood CVSO – Greenwood, SC
- ✓ Montana State University - Bozeman, MT
- ✓ University of Montana – Missoula, MT
- ✓ Ocean View Community Health Center – Ocean View, HI

Market Assessment

- **Broadband:** What is the connectivity like in the potential catchment area?
- **Veterans:** What is the number of VA care eligible Veterans in the proposed catchment area? What is the number of Veterans already taking advantage of VA services?
- **Distance:** What is the drive time and distance to the closest VAMC/CBOC from the proposed site?
- **Market:** Are there CBOCs in the area that are being decommissioned?
- **Non-VA site:** Is there support and enthusiasm from the non-VA site? How much and how often is the site available for scheduling? Is the space conducive for Telehealth appointments?
- **Leadership & Facility Engagement:** Is there support from VA site leadership, and is there enthusiasm and engagement among facility staff?

Space Requirements

- **Private, enclosed space:** An 8 X10-foot room is recommended
- **Wheelchair accessible:** Routes at least 36 inches wide; building meets ADA requirements
- **If present, doors and windows can be covered:** Frosted glass or blinds are installed to provide adequate privacy
- **Sufficient lighting:** Must be bright enough to navigate surroundings and conduct a video visit
- **Soundproofing:** Verification that speaking at conversational volume cannot be heard outside the room
- **Seating available for a Veteran and caregiver:** Bariatric seating is recommended
- **Phone available for Veteran:** To use for technical support, as needed
- **All equipment should be secured:** PC, webcam, electrical cords, etc.

Technology Requirements

- **Internet connection:**
  - Required Bandwidth: 25/3 Mbps- download/upload speeds
- **Computer:**
  - Windows 10 PC
  - Required internet browser: Google Chrome
- **Computer monitor:**
  - Minimum display of 27 inches
- **Webcam and microphone:**
  - May be integrated with the computer or tablet device
- **Speakers**
- **Wired keyboard and mouse**

Clinical Services

- Selection of the clinical services will be determined by the VA site(s) providing the care:
  - Services most appropriate for telehealth, including services from hubs
  - Demonstrated need in the catchment area
  - Familiarity of local service lines with telehealth
  - Lessons learned from other sites
- A minimum **of two services** must be provided at each location
- Example clinical services offered at ATLAS sites include:
  - Primary care
  - Mental health
  - Clinical pharmacy
  - Nutrition
  - Social work
  - Rehab (and more!)

Site Attendant Requirements

The ATLAS site must provide an individual to serve in the Attendant role. The ATLAS Attendant's primary responsibilities are as follows:

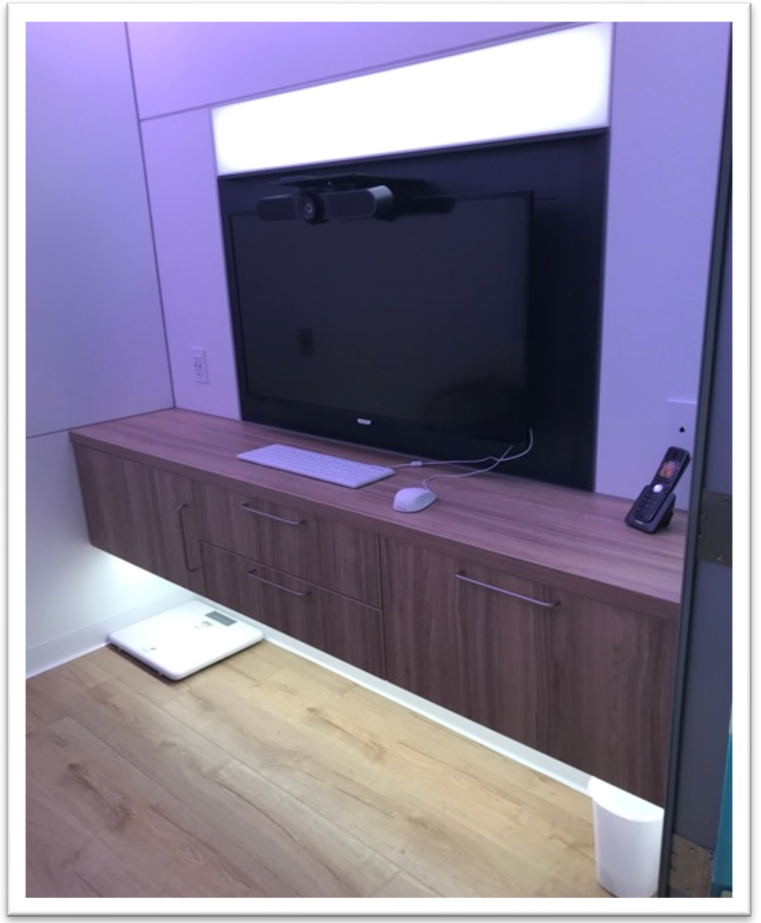
- **Provides** Veterans who call or visit the site with information about ATLAS, including contact information and handouts (provided by the VA)
- **Introduces** the Veteran to the telehealth room and ensures that they understand how to utilize the technology and access their video appointment (guidance will be provided by VA)
- **Maintains** the telehealth room (cleaning space prior to and following appointments, ensuring equipment is operational, etc.)
- **Contacts** other parties for assistance as needed (including VA technical support, VA Care Team, emergency services, etc.)
- **Does NOT** enter the telehealth room during the appointment, unless in the event of an emergency, access Veteran medical information, or provide medical advice or care

John Scott Hannon Mental Health Improvement Act, Section 701

Legislative Requirements

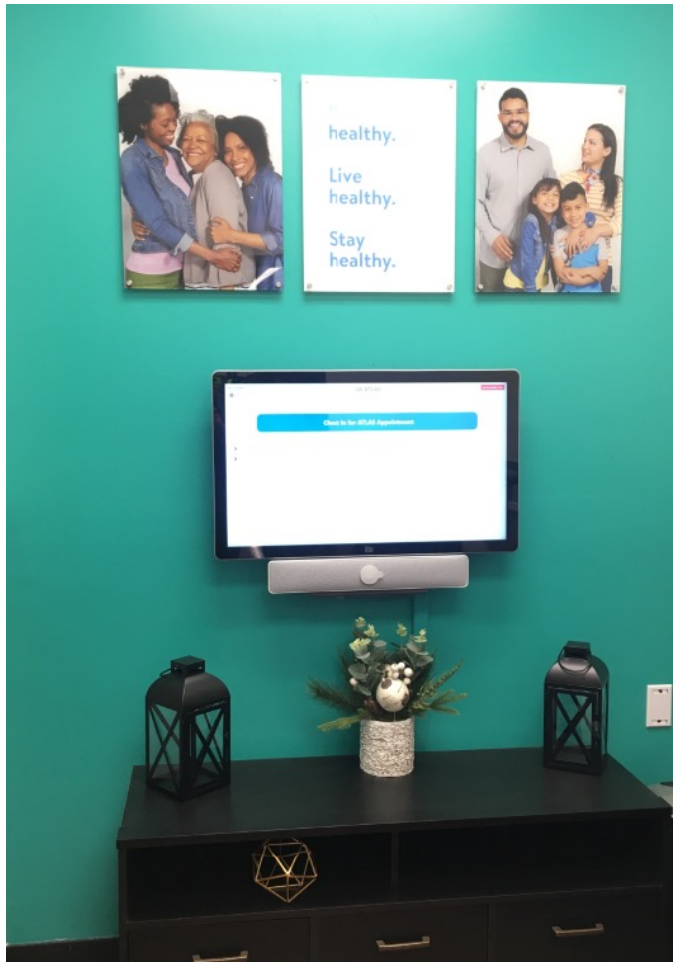
- ✓ SHALL COMPLETE ASSESSMENT of barriers faced by Veterans in accessing telehealth services.
- ✓ SHALL SUBMIT to the HVAC and SVAC a report on the barriers assessment, NLT 120 days following the completion of the assessment.
- ✓ SHALL GRANT AWARDS to external organizations to expand and provide telehealth service to Veterans.

ATLAS Hardware (VSO Pilot)



ATLAS: Springfield American Legion

ATLAS: Asheboro Walmart



Other Community Partners

Other Community Partners

For organizations beyond those currently supported by the ATLAS program team (e.g., Veteran Service Offices, libraries, assisted living facilities):

- Local VA teams are welcome to pursue partnerships with permission from site and VISN leadership
- Partnership and all efforts are managed at a local level by the Facility Telehealth Coordinator (FTC) or designee

Reference

ATLAS Informational Videos on VA's YouTube Channel

Information/Help Resources

- **ATLAS Website:** Public-facing site that provides overall information on the ATLAS program. Note: Updates to this page are ongoing, so please check back for updates frequently.
  https://connectedcare.va.gov/partners/atlas#main-content
- **ATLAS Intranet Site:** VA-facing site that provides overall information and resources on the ATLAS program. Note: Updates to this page are ongoing, so please check back for updates frequently.
  https://vaww.telehealth.va.gov/pgm/atlas/index.asp
- **VA App Store page for VA Video Connect:** Public-facing site that provides introductory information for **Veterans**, such as **quick guides,** a **self-test site**, a link to the VA Video Connect App (in the Apple App Store).
  https://mobile.va.gov/app/va-video-connect

Telehealth 101:

What Libraries Need to Know

June 12th- July 12th, 2023

Libraries across the United States are beginning to offer patrons access to telehealth services as a strategy for addressing inequities in digital access to healthcare. Explore library telehealth programs, why they are important, and how it enables greater access to quality healthcare.
Join us for this self-paced, 3 hour course.

Register on nnlm.gov/training

NAVIGATING the TELEHEALTH NEIGHBORHOOD

A Guide to Telehealth Access for Digital Navigators

uetn
UTAH EDUCATION AND TELEHEALTH NETWORK

Training is Live

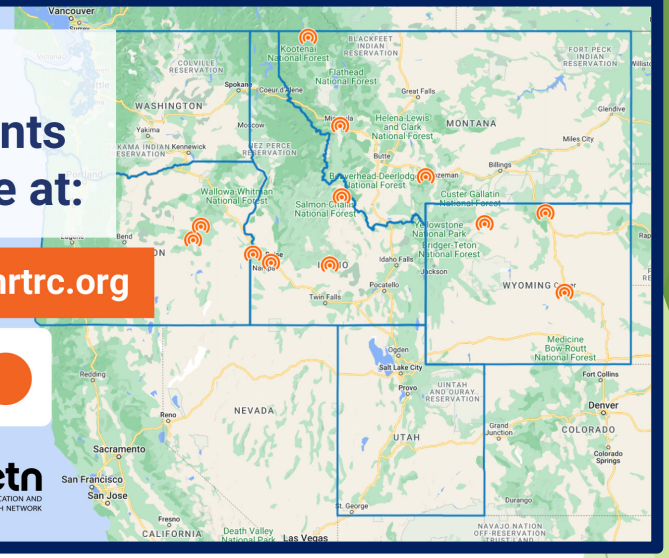
Telehealth Access Points are now live at:

findtelehealth.nrtrc.org

TAPs

NRTRC NORTHWEST REGIONAL TELEHEALTH RESOURCE CENTER

uetn UTAH EDUCATION AND TELEHEALTH NETWORK



SCAN THIS CODE TO SUBMIT A TAP!

NRTRC NORTHWEST REGIONAL TELEHEALTH RESOURCE CENTER

TRC NATIONAL CONSORTIUM OF TELEHEALTH RESOURCE CENTERS

THANK YOU!

- Any Questions?

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Our Next Webinar

The NCTRC Webinar Series

Occurs 3rd Thursday of every month.

Telehealth Topic: Telehealth Equity Among Medicare Beneficiaries (2018-2020)
Hosting TRC: South Central Telehealth Resource Center (SCTRC)
Date: June 15, 2023
Times: 11 AM – 12 PM (PT)

***Please check the NCTRC website for more information on the upcoming webinar.**

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Please participate in this brief perception survey (will also open after webinar):

https://www.surveymonkey.com/r/XK7R72F

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