



NATIONAL CONSORTIUM OF  
**TELEHEALTH**  
RESOURCE CENTERS

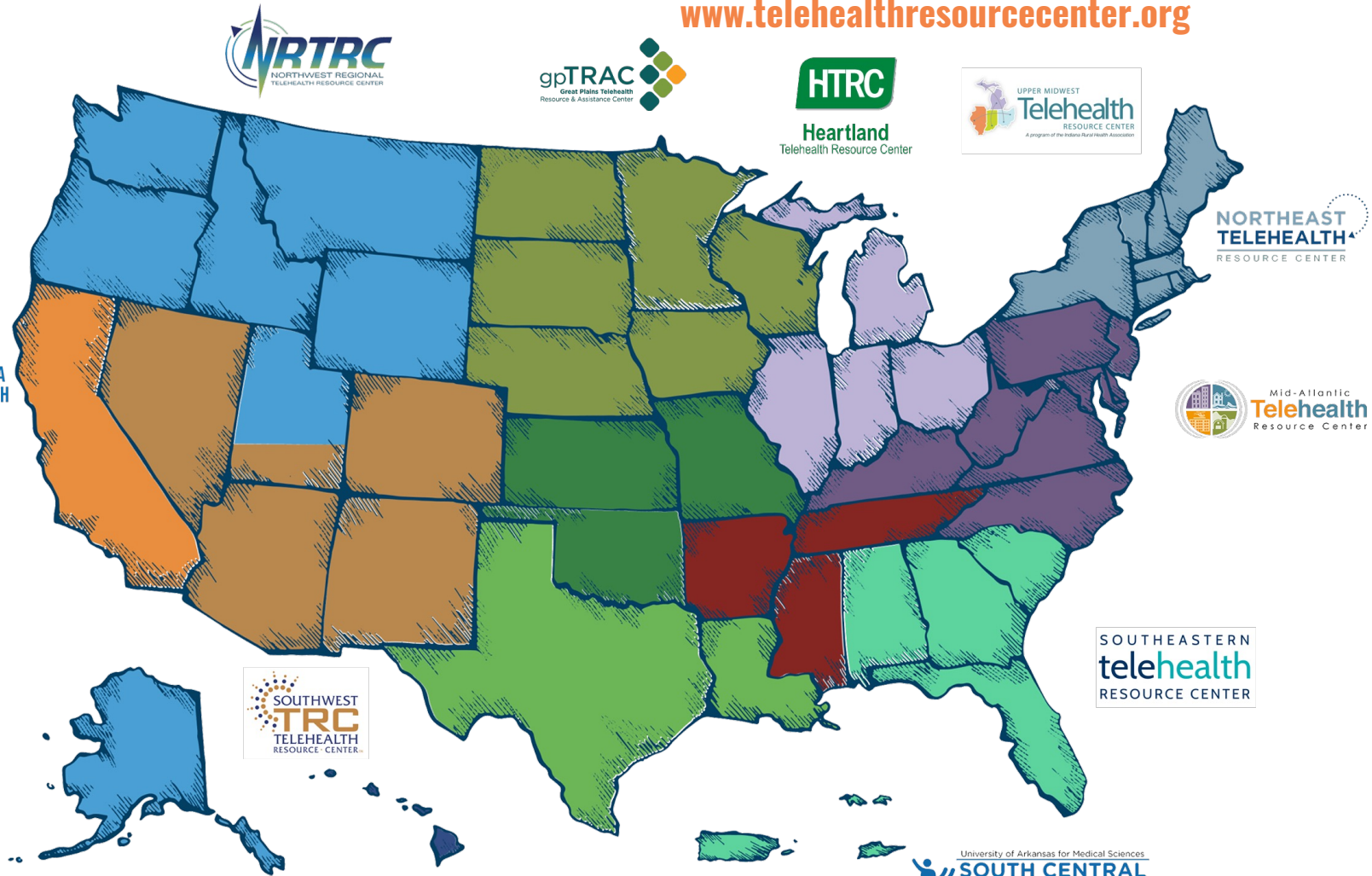
**Expanding Rural Access – Key  
Insights from Implementing  
Telehealth Access Points  
Across Oklahoma**

September 19, 2024



# HRSA Funded Telehealth Resource Centers

[www.telehealthresourcecenter.org](http://www.telehealthresourcecenter.org)



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

**12 REGIONAL RESOURCE CENTERS**




**2 NATIONAL RESOURCE CENTERS**



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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.
- The webinar is being **recorded**.
- Recordings will be posted to our YouTube Channel:  
<https://www.youtube.com/c/nctrc>





oklahoma  
complete health™

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**Expanding Rural Access –  
Key Insights from Implementing Telehealth  
Access Points Across Oklahoma**

Samuel Karns

Telehealth and Rural Health Specialist

# Centene Overview

## WHO WE ARE

### MISSION

Transforming the health of the communities we serve, one person at a time.

Centene provides access to high-quality healthcare, innovative programs, and a wide range of health solutions that help families and individuals get well, stay well and be well.

### OUR PILLARS



Focus on the Individual



Whole Health



Active Local Involvement



## WHAT WE DO



# 50 states

with government-sponsored and commercial healthcare programs

Centene successfully provides **high-quality, whole health solutions for our diverse membership** by recognizing the significance of the many different cultures our members represent and by forming partnerships in communities that bridge social, ethnic and economic gaps.

# 28.5 million members

Serving more than  
**1 in 15**  
individuals nationwide

# Profile and Membership

Transforming the health of the communities we serve, one person at a time.

**#22**  
FORTUNE  
500® (2024)

**#46**  
FORTUNE GLOBAL  
500® (2024)

**\$142.0B**  
2024 Expected Premium  
& Service Revenue\*



**28.5 million members**

**50 states** with government sponsored healthcare programs

Leading government-sponsored and commercial healthcare programs

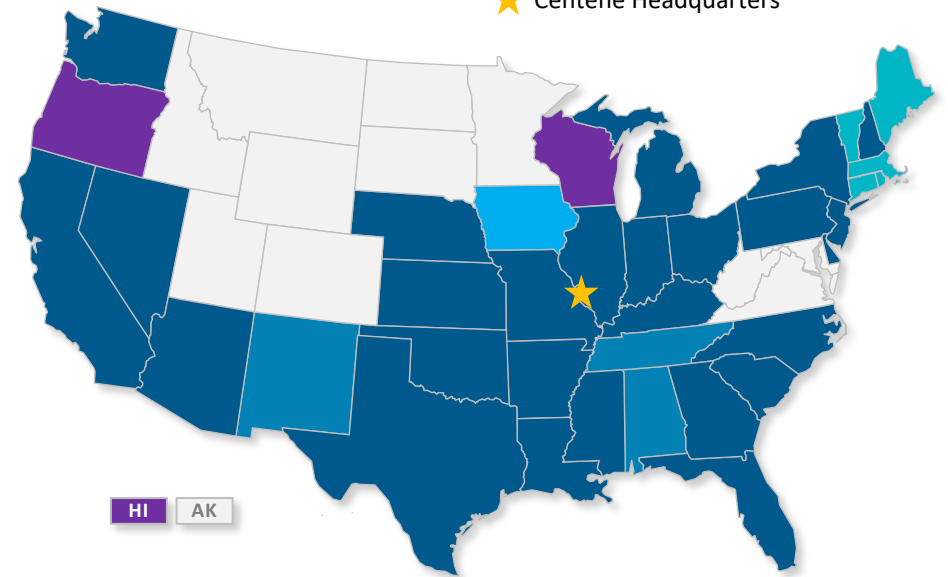
- Medicare PDP
- Medicare and Marketplace
- Medicaid
- Medicaid and Medicare
- Medicare
- Medicare, Medicaid and Marketplace
- ★ Centene Headquarters

**13.1M**  
Medicaid members  
across **30 STATES**

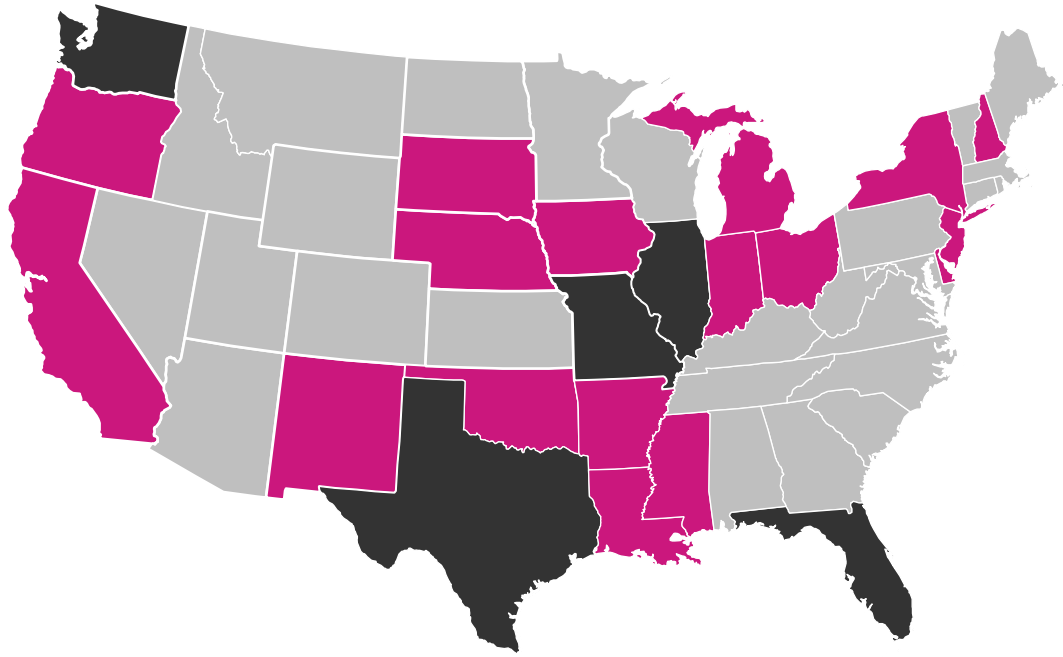
**1.1M**  
Medicare members  
across **37 STATES**

**4.4M**  
Marketplace members  
across **29 STATES**

**6.6M**  
Prescription Drug Plan  
members across **50 STATES**  
and the **District of Columbia**




# Foster Care

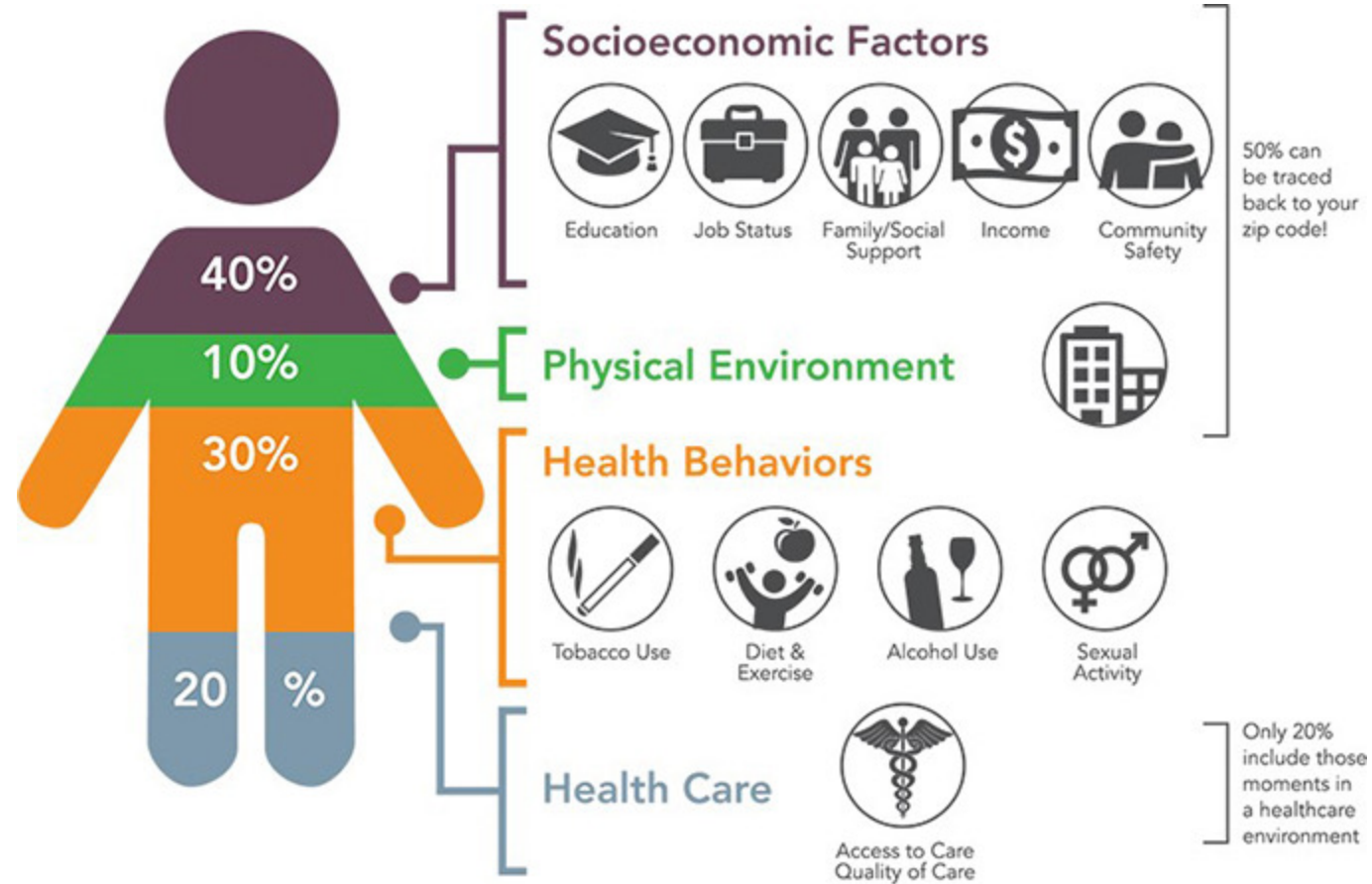


- Sole-Source Foster Care Partner
- Children served through the child welfare system enrolled in a Centene Health Plan

## National leader in managed care for the foster care population

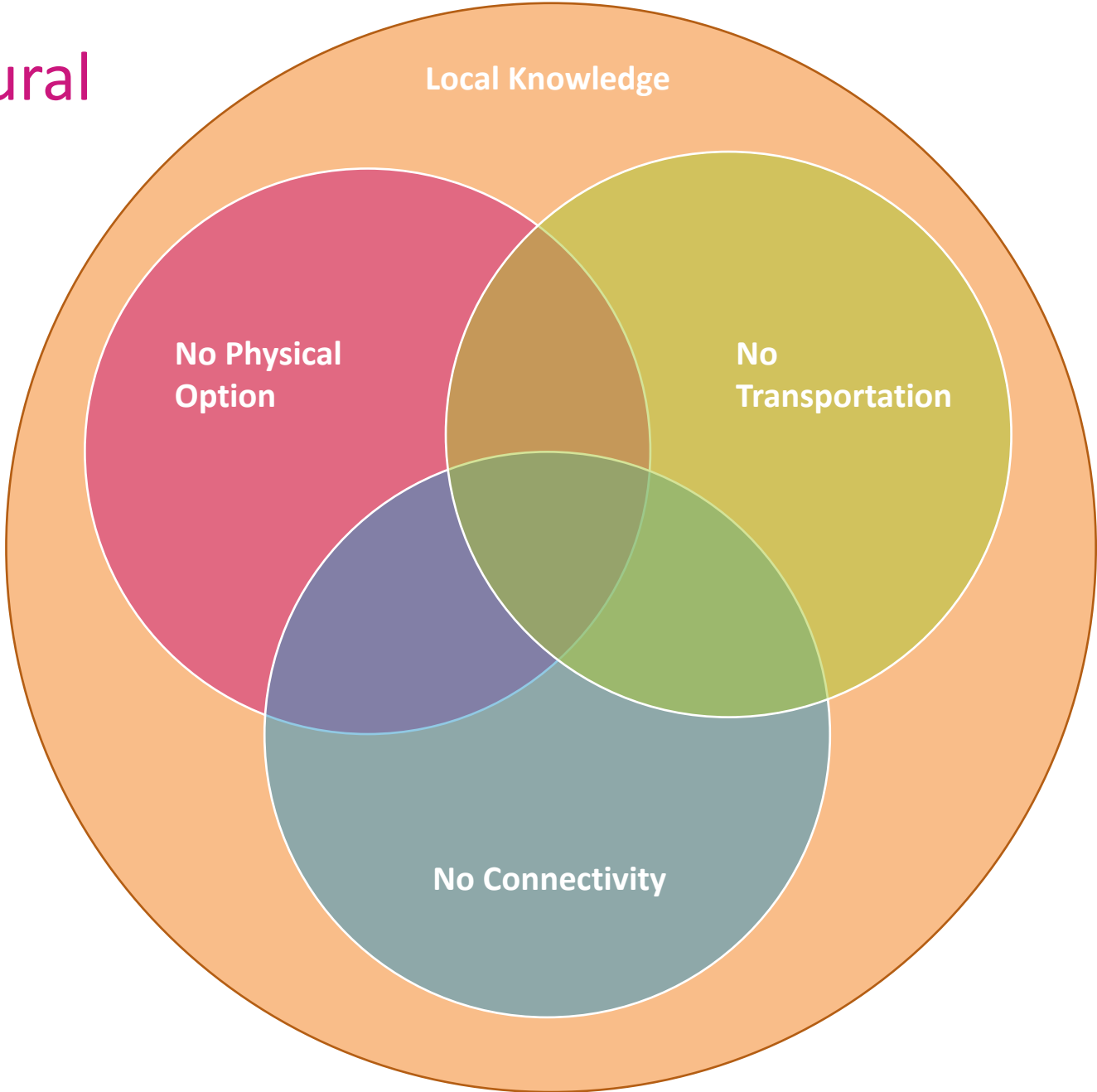
-  Over 280,000 children served through the child welfare system are enrolled in a Centene health plan across 21 states
-  6 Centene health plans serve as the sole managed care partner through a specialty statewide contract – TX, FL, WA, IL, MO and OK
-  We bring the Centene Families & Futures Model to our specialty plan states which includes a specialized approach to partnership, care management, network development, and training

# Social Determinants of Health

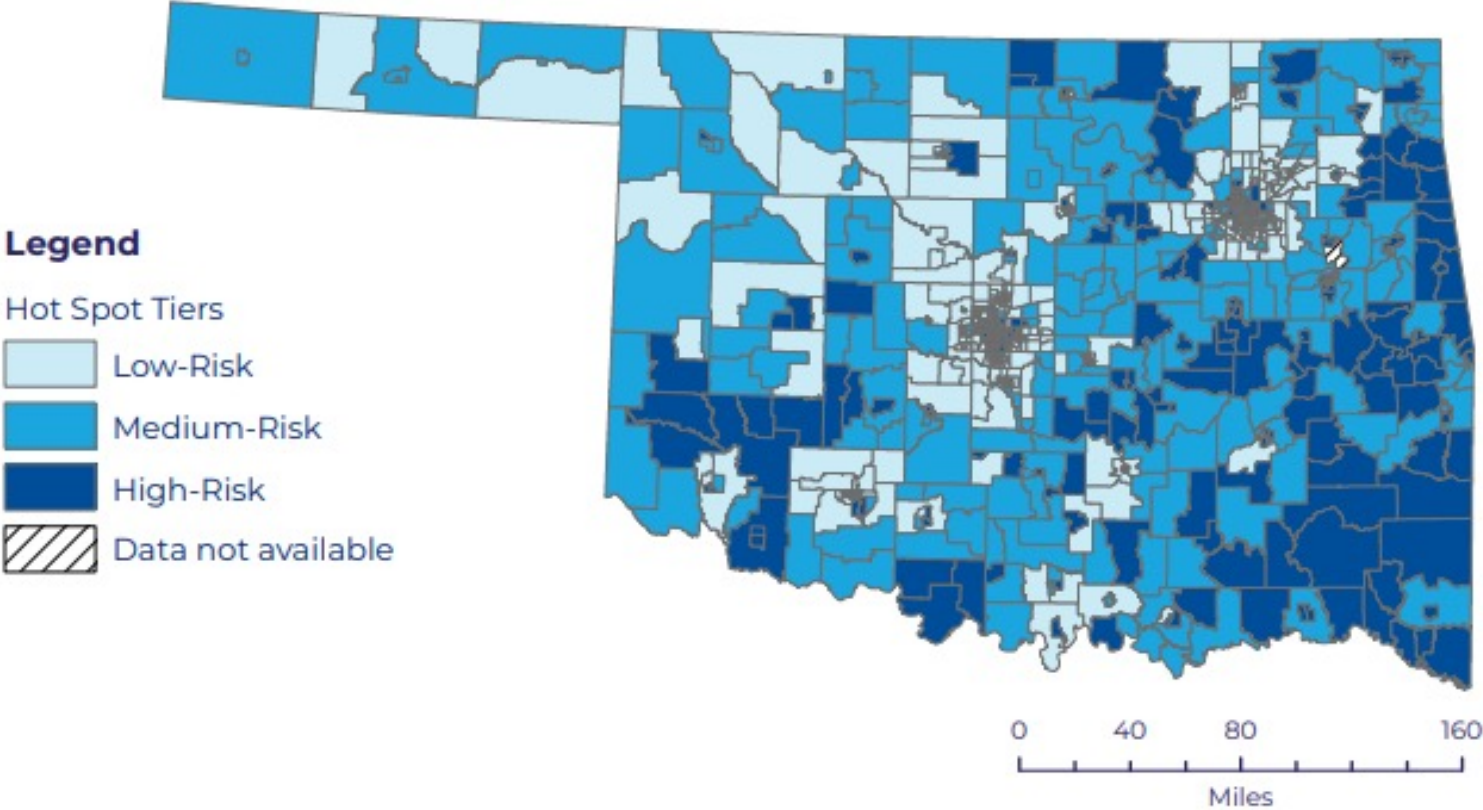




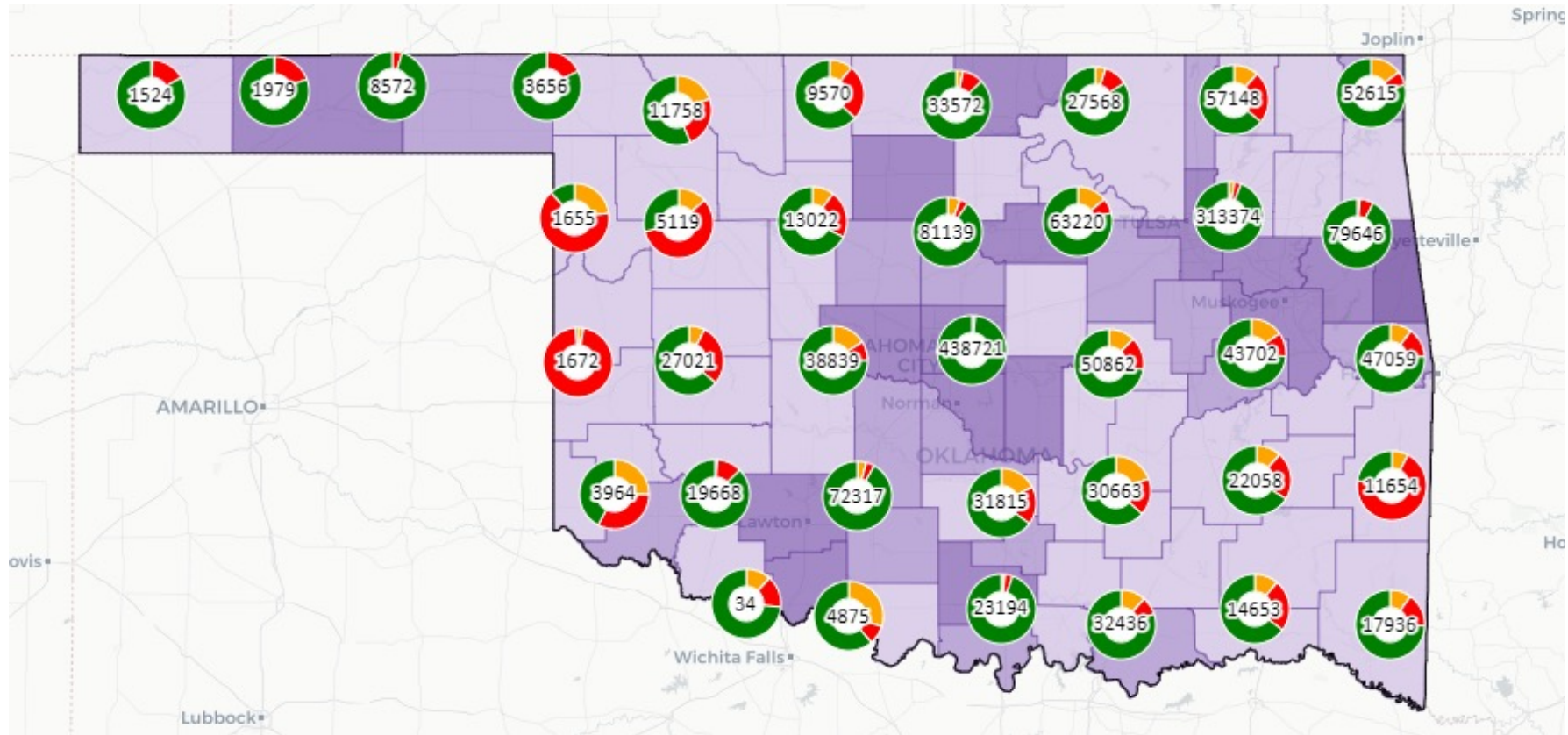
# Barriers to Rural Access



# State of Oklahoma Health Inequity Map



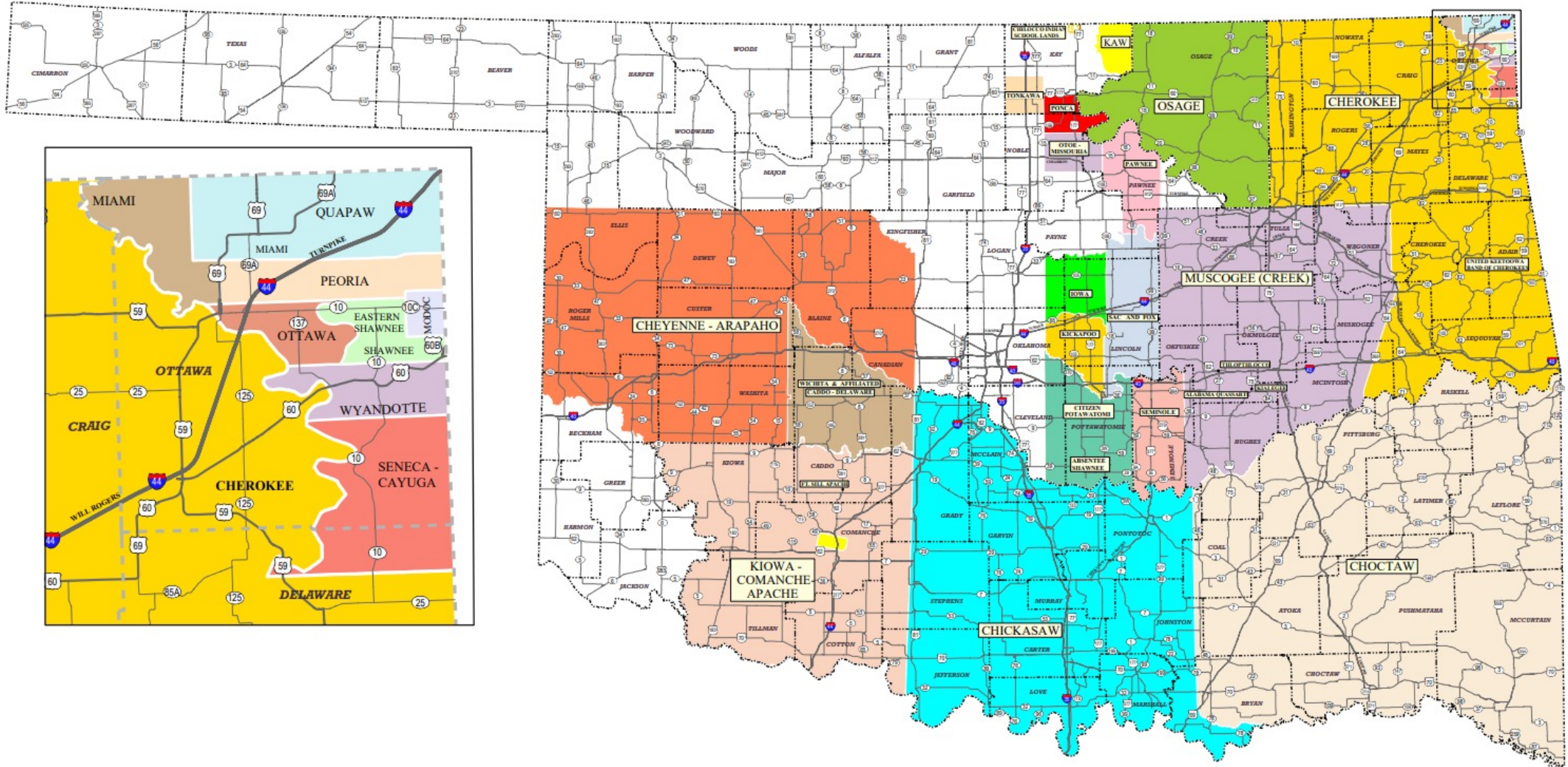
# State of Oklahoma Broadband Map



## Legend

- Greater than 100/20 mbps
- Between 100/20 and 25/3 mbps
- Less than 25/3 mbps

# Tribal Jurisdictions in Oklahoma



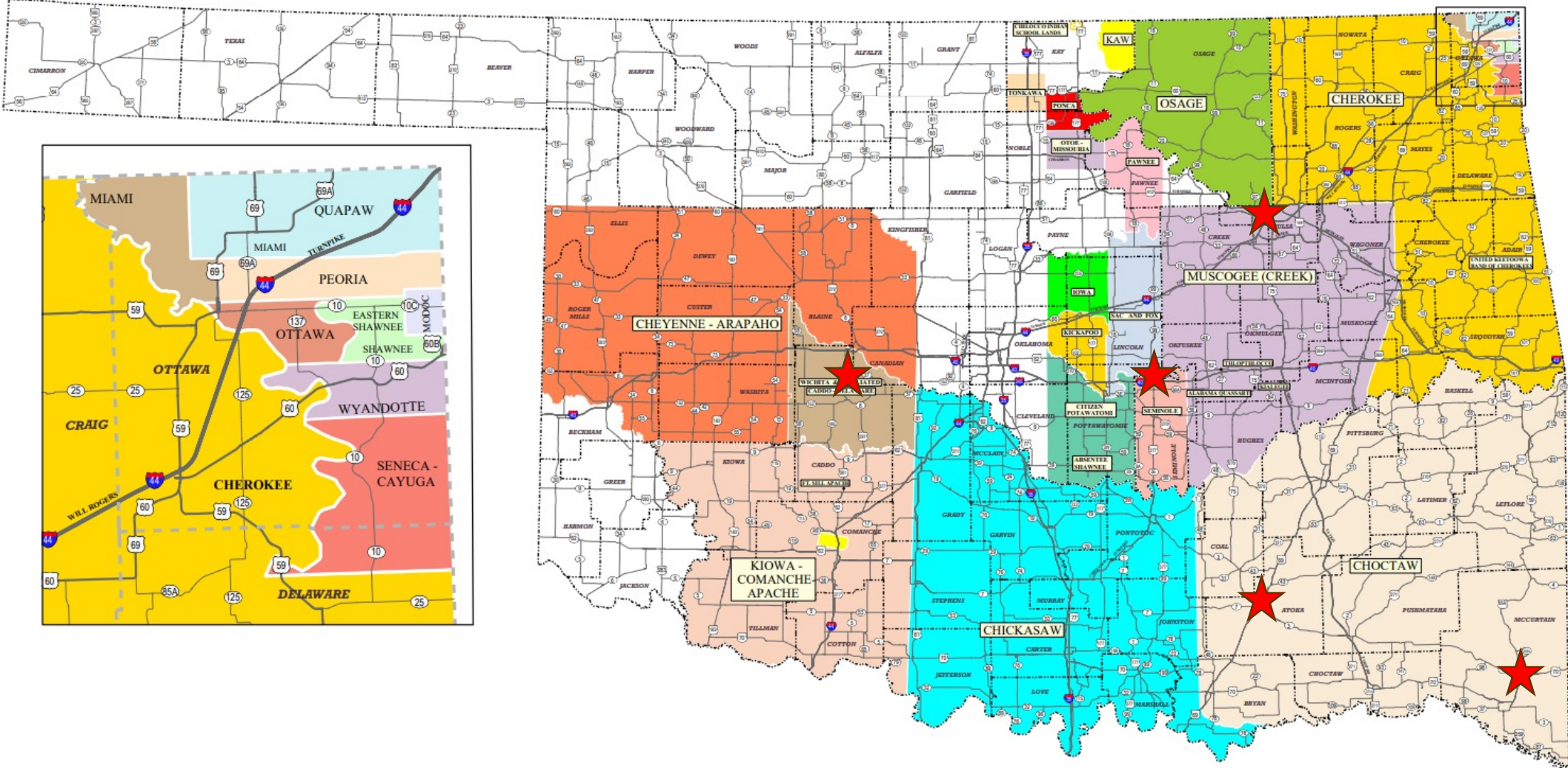
# Telehealth Access Points

## Library Telehealth Booths

- ADA compliant
- Room for a caregiver
- Partnerships with local providers/programs
- Hybrid approach with trained digital navigators
- Connectivity
- Privacy
- Pre-positioned remote diagnostic equipment
- Scalable model, not library specific



# Tribal Jurisdictions in Oklahoma



# Digital Navigators

**Model** - <https://www.digitalinclusion.org/digital-navigator-model/>

- Includes job descriptions, trainings, toolkits, etc.

**Additional toolkit with telehealth resources:**

<https://telehealthresourcecenter.org/resources/toolkits/digital-health-navigation-toolkit/>

**Telehealth training for digital navigators** - <https://nrtrc.catalog.instructure.com/courses/navigating-the-telehealth-neighborhood-a-guide-to-telehealth-access-for-digital-navigators>

# Sanitization

**HEPA filters** passively clean the air in the room

**UVC lighting** disinfects surfaces between use

- These can be purchased as standalone lamps or to replace existing lightbulbs.
- Research on efficacy on SARS-CoV-2:  
<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC8139389/>

**Electrostatic sprayers** can be used to quickly clean equipment and surfaces

- Takes 20 seconds to clean a wheelchair vs 84 seconds for a traditional wipe-down.





# Privacy

## Sound Proofing

- All booths come with sound proofed panels
- All rooms can be modified with acoustic foam
- A white noise machine is included for those wanting further privacy

## Computers

- Computers are set up with CIPA-compliant firewalls
- Set up to wipe all data between uses (Deep Freeze, Google Admin, RebootRestore RX, etc)



# Telehealth Access Points

## Benson Media Center – Okemah

- Church remodeled into media center with a Digital Navigator
- Installed elevator to make ADA compliant
- Partnered with local providers, the state and county health departments, and Oklahoma Complete Health to hold health fair for grand opening
- Researched partnerships, best practices, and equipment for other libraries



# Telehealth Access Points

## Southern Oklahoma Library System

- Expanded to three TAPs and looking for funding to add a fourth
- Partnerships with Red Cross, FEMA, and SBA for disaster response
- Partnership with Pioneer Library System to provide mobile unit in affected towns
- Exercise equipment
- Vaccine clinics
- Health literacy programs



# Telehealth Access Points

## Hinton Public Library

- Leveraged the telehealth booth for a larger building and additional funding from the local Economic Development Authority
- TytoCare kits and other diagnostic equipment provided by Oklahoma State University
- Private entrance for telehealth users
- Located on the same grounds as the public schools
- Potential partnerships for school telehealth



# Other Use Cases

- School Telehealth
- Sensory rooms
- Mobile Clinics, Health Fairs- VC enabled
- Senior center
- Disaster response
- Vaccination clinics



# Challenges to Deployment – Visibility

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- Most people don't know about these spaces including providers.
- Utilizing partnerships involving additional use cases brings significant traffic and visibility.
- Consider advertising the space for any private meeting.



# Challenges to Deployment - Tribal

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- Ensuring processes and procedures respect Tribal sovereignty and traditions. *It is strongly recommended that you consult a tribal liaison if looking to form partnerships.*
- Many tribal governments are at capacity with respect to grant management. They may prefer partnerships that are low-touch.
- Tribal directed solutions



# Challenges to Deployment – Regulatory

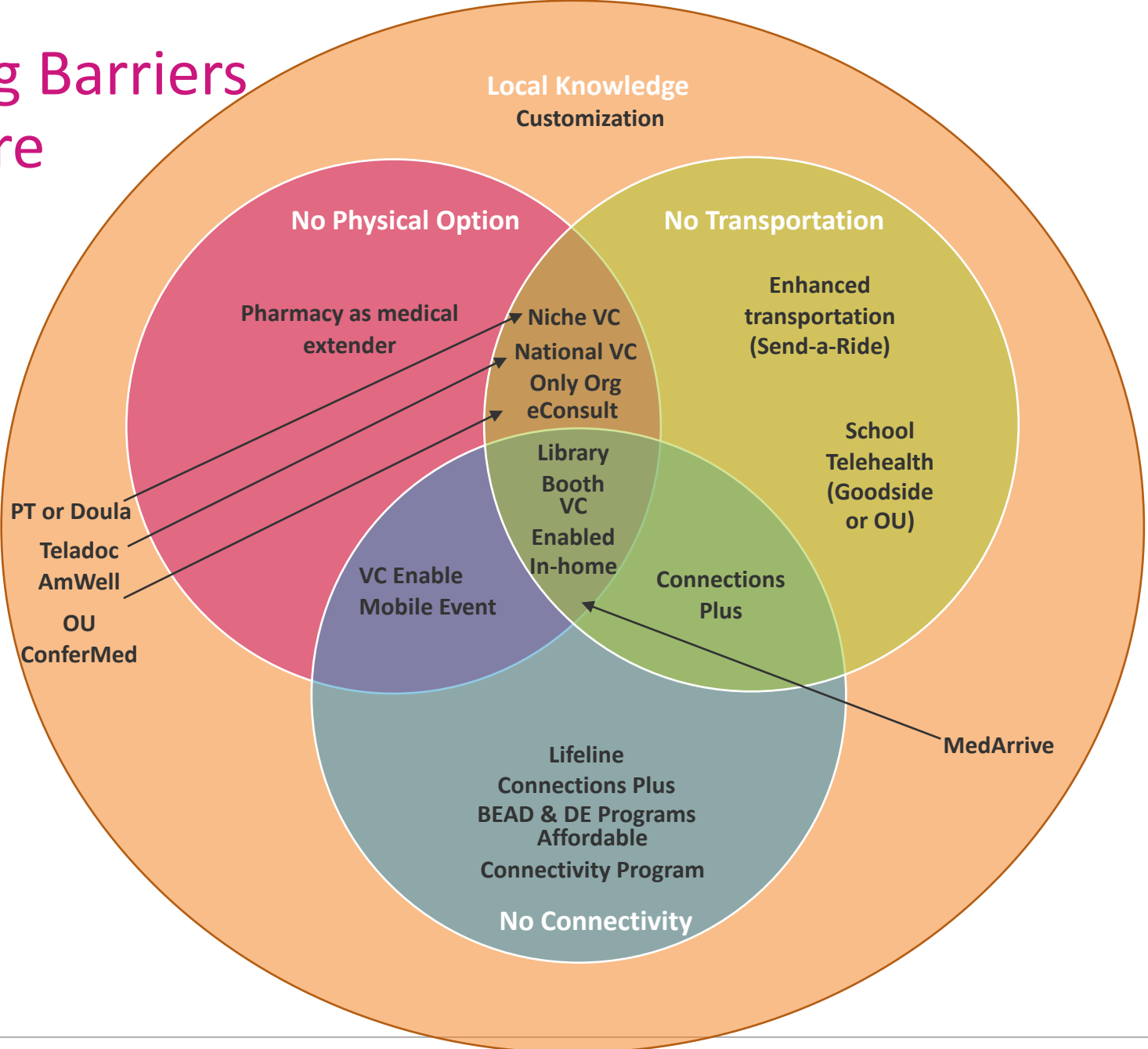
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- Uncertainty surrounding prescription waivers, payment parity, and other federal regulations have made providers cautious
- The Affordable Connectivity Program sunseting will potentially result in over 300,000 households losing access.
- Provider compacts status





# Overcoming Barriers to Rural Care



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Questions?

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[Samuel.Karns@OklahomaCompleteHealth.com](mailto:Samuel.Karns@OklahomaCompleteHealth.com)

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# Our Next Webinar

The NCTRC Webinar Series

Occurs 3<sup>rd</sup> Thursday of every month.

**Hosting TRC:** Southeastern Telehealth Resource Center (SETRC)

**Telehealth Topic:** Closer to Home: Improving Specialty Access and Decreasing Hospital Transfers with Inpatient Telehealth Services

**Date:** October 17, 2024

**Times:** 11 AM – 12 PM (PT)

**\*Registration information is available on the NCTRC website.**



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*Your opinion of this webinar is valuable to us.*

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

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

