



WISCONSIN DEPARTMENT
of HEALTH SERVICES

Telehealth Expansion: Acute and Primary Services

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Member Stakeholder Engagement
Input Session

Agenda

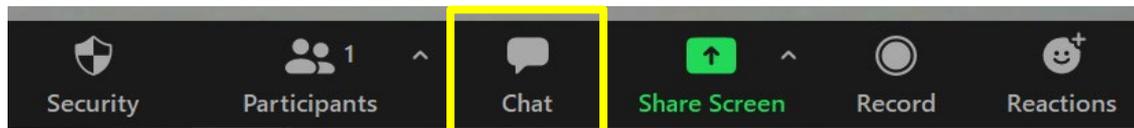
- Overview of telehealth expansion
- General policy information
- First area of focus—acute and primary care:
 - Proposed services included in telehealth
 - Proposed services excluded from telehealth
- Your input
- Your questions

Questions During This Input Session

- There will be time for questions at the end of the session.
- During this meeting, send your questions and comments via the Zoom chat.
 - By mobile, click Participants, then Chat at the bottom of the Participants list.



- By desktop, click Chat at the bottom of the screen.



Questions After This Input Session

After this input session, send your questions and comments to DHSTelehealth@dhs.wisconsin.gov:

- Use “Telehealth Member Presentation” in the subject line.
- Include the presentation date within your email if possible.

Definitions of Terms Used

- **Acute care** refers to the type of health care people get when they are sick or injured (for example, when a person goes to a doctor for treatment of an ear infection).
- **BadgerCare Plus** is a health care coverage program for Wisconsin residents based on their income.

Definitions of Terms Used (Cont.)

- In this presentation, the term **doctors** also includes nurse practitioners and physician assistants.
- An **health maintenance organization (HMO)** is a medical insurance group that provides health services for a fixed annual fee.

Definitions of Terms Used (Cont.)

- **Medicaid** is a program that provides high-quality health care coverage, long-term care, and other services to Wisconsin residents.
- **Medicare** is a health insurance program for people 65 and older and also provides coverage for some people with disabilities.

Definitions of Terms Used (Cont.)

- **Primary care** refers to preventive health care and regular check-ups people get to maintain good health.
- A **primary care physician** is the main doctor who provides preventive care and treats people for minor injuries and illnesses.

Overview of Telehealth Expansion

Telehealth Expansion

- Expands access to medical and behavioral health services.
- Allows members to receive services at home, school, or where it is convenient.

Expanded Telehealth Policy Vision

Wisconsin Medicaid is adding to its coverage of telehealth to include:

- Interactive services
- Asynchronous services
- Remote patient monitoring
- Provider-to-provider consults
- Medicare parity

Telehealth Definition

- This is a way to receive care using technology that does not require you to see the doctor or health care provider in-person.

Telehealth Definition (Cont.)

- Telehealth includes video or other ways to communicate medical information:
 - During a health care appointment
 - When you receive a diagnosis
 - At an initial consultation
 - When you receive treatment

Telehealth

Wisconsin Medicaid is still determining if services will be covered by phone, text, or email.

Interactive Services Definition

- These are “live” telehealth services using a device where two people are able to communicate back and forth in real-time.
- An example would be talking to your doctor on the computer when you can see and hear each other.

Interactive Services

- Current Policy: Wisconsin Medicaid covers **some** interactive telehealth services.
- New Policy: Wisconsin Medicaid will cover **more** interactive telehealth services.

Asynchronous Services Definition

- This is communication that does not take place at the same time or is not live. It is also called “store and forward.”
- For example, your primary care doctor finds a strange spot on your skin and takes a picture to send to a dermatologist to diagnose and come up with a plan.

Asynchronous Services

- Current Policy: Wisconsin Medicaid covers **some** asynchronous services.
- New Policy: Wisconsin Medicaid will cover **more** asynchronous services.

Remote Patient Monitoring Definition

- A device collects medical data in one place and sends it to your doctor in a different place for review.
- For example, you have a scale at home that automatically sends your weight to the doctor.

Remote Patient Monitoring

- Current Policy: Wisconsin Medicaid covers **many** remote patient monitoring services.
- New Policy: Wisconsin Medicaid will cover **more** remote patient monitoring services.

Provider-to-Provider Consult Definition

- Your doctor asks the advice of a specialist **without the need for you to see the specialist.**
- For example, you are evaluated by your primary care doctor who is concerned you may have pre-diabetes. Your doctor can send a summary of your information to a diabetes specialist to review and recommend treatment for your doctor to follow.

Provider-to-Provider Consults

- Current Policy: Wisconsin Medicaid **does not** cover consultations between doctors.
- New Policy: Wisconsin Medicaid **will** cover some consultations between doctors about you.

Medicare Parity Definition

Services already covered under Medicare will be covered under Wisconsin Medicaid when applicable.

Medicare Parity

- Current Policy: Wisconsin Medicaid covers some Medicare services via telehealth.
- New Policy: Wisconsin Medicaid will cover Medicare services via telehealth when applicable.

Changing to New Policy



These areas have been chosen to focus on first:

- School-based services
- Provider-to-provider consults
- Medication therapy management
- Medicare parity
- Targeted case management
- Dental
- Therapies (Occupational therapy, physical therapy, speech therapy)
- Behavioral health (Mental health, substance abuse, behavioral treatment)
- Remote patient monitoring

Face-to-Face Equivalence

- In order to decide which live services should be covered via telehealth, Wisconsin Medicaid needed to decide what is equal to an in-person visit.
- “Equal to” means you can see and hear your doctor through telehealth as well as you can during an in-person visit. It also means the visit is just as safe and effective as an in-person visit.
- This is called face-to-face equivalence.

School-Based Services

School-Based Services

- Services Wisconsin Medicaid plans to allow via telehealth:
 - Audiology and speech therapy
 - Counseling, social work, and psychological services
 - Nursing services
 - Occupational therapy
 - Physical therapy

School-Based Services (Cont.)

- Services via telehealth not covered:
 - Attendant care
 - Orientation and mobility program for members who are blind or visually impaired
 - Transportation

Provider-to-Provider Consults

Provider-to-Provider Consults

- Services Wisconsin Medicaid plans to allow via telehealth:
 - A consult with verbal and written feedback from the consulting doctor
 - A consult with a written report only from the consulting doctor
 - The requesting/treating doctor's preparation time

Medication Therapy Management

Medication Therapy Management

- Medication therapy management is a private consultation between you and your pharmacist to review the drugs you are taking.
- Services Wisconsin Medicaid plans to allow via telehealth include all currently covered medication therapy management services.

Medicare Parity

Medicare Parity

- Services Wisconsin Medicaid plans to allow via telehealth:
 - Evaluation and management advanced care planning (This is a discussion of an advance directive with your doctor, which is a form that allows you to make plans about your future health care in case you cannot communicate your choices anymore.)

Medicare Parity (Cont.)

- End-stage renal disease management
- Behavioral assessment (For example, your doctor screens you for emotional or behavioral issues like depression.)
- Prolonged services

Medicare Parity (Cont.)

- Services via telehealth not covered:
 - Comprehensive assessment and care planning for children with medical complexities (Due to the complex health care needs, this requires an in-person assessment.)
 - Medical nutrition therapy (Dieticians cannot be paid directly by Wisconsin Medicaid.)

Targeted Case Management

Targeted Case Management

Services Wisconsin Medicaid plans to allow via telehealth include services that help coordinate care for the following:

- High-risk children in Milwaukee and Racine
- Children with complex medical needs
- Members diagnosed with HIV infection or AIDS
- HealthCheck services

Targeted Case Management (Cont.)

- Prenatal care
- Members with specific health care conditions, such as dementia
- Members enrolled in the Birth to 3 program

Dental Services

Dental Services

- Services Wisconsin Medicaid plans to allow via telehealth:
 - Periodic oral evaluation (A dentist does a visual exam of your mouth to check for changes if you are a current patient.)
 - Limited oral evaluation (For example, you have an urgent dental problem and need care.)
 - Re-evaluation (A specific concern is re-evaluated.)
 - Dental health assessment

Dental Services (Cont.)

- Services via telehealth not covered:
 - Comprehensive oral evaluation (The dentist looks at your entire mouth and all of your teeth.)
 - Extensive oral evaluation (You have a big dental concern the dentist needs to evaluate.)

**Therapies:
Physical Therapy (PT), Occupational
Therapy (OT), Speech and Language
Pathology (SLP)**

Therapies: PT, OT, SLP

- Services Wisconsin Medicaid plans to allow via telehealth include currently covered PT, OT, and SLP services. (Refer to the exclusion list on next slide.)

Therapies: PT, OT, SLP (Cont.)

- Services via telehealth not covered:
 - Aquatic therapy
 - Manual therapy techniques
 - For PT: Sensory integrative techniques (These are ways to help people respond to stimuli, such as touch.)

Behavioral Health

Behavioral Health

- Services Wisconsin Medicaid plans to allow via telehealth:
 - Adult mental health day treatment
 - Applied Behavior Analysis/autism treatment
 - Behavioral treatment
 - Child/adolescent day treatment
 - Community support program (CSP)
 - Community recovery services (CRS)

Behavioral Health (Cont.)

- Comprehensive community services (CCS)
- Crisis intervention
- Intensive in-home mental health and substance abuse for children
- Outpatient substance abuse
- Substance abuse day treatment
- Outpatient mental health
- Medicare services

Behavioral Health (Cont.)

- Services via telehealth not covered:
 - Hypnotherapy
 - Non-specific services

Remote Patient Monitoring

Remote Patient Monitoring

Services Wisconsin Medicaid plans to allow via telehealth:

- Remote monitoring of physiologic data (information on body functions, such as oxygen level)
- Blood pressure monitoring
- Physiologic data collected by the patient/caregiver and sent to the doctor

Input From Attendees

DHS Would Like to Know

Question 1

What other services do you feel Wisconsin Medicaid should cover via telehealth to make it easier for you to access care?

DHS Poll Questions

1. In which region of the state are you located?

- a. Northern
- b. Northeastern
- c. Southern
- d. Southeastern
- e. Western



2. Which services do you use?

- a. Acute/primary care (hospital stays, emergency room visits, medications, and doctor visits)
- b. Adult long-term care
- c. Case management
- d. Children's long-term support services
- e. Dental
- f. Home health services
- g. Managed care

2. Which services do you use? (Cont.)

- h. Therapies (PT, OT, SLP)
- i. Behavioral health
- j. Other

3. Have you used telehealth during the COVID-19 pandemic?

- a. Yes
- b. No
- c. Other (Type in chat.)

4. What was your experience seeing your doctor by telehealth methods?

- a. Better than in person
- b. As good as in person
- c. Not as good, but good enough
- d. Not as good, not good enough
- e. Not as good, and something you would not want to use again
- f. Other (Type in chat.)

5. What technology issues have you had with accessing telehealth services?

- a. Unreliable internet (bandwidth)
- b. Limited data, minutes, or texting
- c. Lack of equipment or devices
- d. No internet access
- e. Lack of knowledge in using technology
- f. Other (Type in chat.)

Questions From Attendees

What questions do you have?

- During this input session, send your questions and comments via chat.
- After this input session, send your questions and comments to DHSTelehealth@dhs.wisconsin.gov:
 - Use “Telehealth Member Presentation” in the subject line.
 - Include this presentation date within your email if possible.

Resources

- Submit questions and concerns to our email at DHSTelehealth@dhs.wisconsin.gov.
- Reference the DHS webpage at www.dhs.wisconsin.gov/telehealth/index.htm.
- Join our email list to get the latest information at www.dhs.wisconsin.gov/aboutdhs/alerts.htm.

Thank you for your input.

Your input will help us with:

- Determining policy.
- Establishing best practices.
- Creating technical assistance.
- Sharing FAQs and resources.