

# TELEHEALTH IN MEDI-CAL: What's Next After COVID-19

March 30, 2021



California  
**Telehealth**  
Policy  
Coalition

# Welcome and Introduction to the Webinar

Mei Wa Kwong, JD  
Executive Director  
Center for Connected Health Policy



# About the California Telehealth Policy Coalition



## CCHP Projects

### CALIFORNIA TELEHEALTH POLICY COALITION



**CALIFORNIA**  
Legislation and  
Regulation Tracking

[SEE FULL DETAILS](#)

In 2011 when AB 415, the Telehealth Advancement Act, was winding its way through the legislative process, an ad hoc group of statewide organizations supporting the bill formed. Including such groups as the California Primary Care Association, the California Hospital Association and the California Rural Health Association, these groups met in meetings convened by CCHP in order to be apprised of any developments around AB 415 and share information with each other.

With the successful passage of AB 415, the group continued to meet and eventually formed into the California Telehealth Policy Coalition. From a handful of organizations, the membership has grown to include over eighty-five entities that include consumer groups, medical systems, payers, providers, technology representatives and others. CCHP continues to act as the convener of the Coalition and hosts monthly conference calls with continued support from the California Health Care Foundation in this work.



COVID-19 STATE ACTIONS	DATE OF NEXT MEETING	CALIFORNIA LEGISLATIVE REPORT
 ALL 50 STATES <a href="#">View Full List</a>	 Friday Aug 21  MORE INFO: <a href="mailto:ARIAJ@CCHPCA.ORG">ARIAJ@CCHPCA.ORG</a>	 LATEST UPDATE: JUNE 2020

**Please visit our website for more information or if you are interested in joining.**

<https://www.cchpca.org/about/projects/california-telehealth-policy-coalition>

# Purpose and key objectives of today's webinar

Discuss Administration's Telehealth Policy Proposal Post-Pandemic and Potential Impacts.



- **Provide an overview of Medi-Cal proposal** and in comparison to telehealth policies pre-pandemic as well as during the public health emergency.
- **Share stakeholder perspectives** on use and impact of telehealth on their constituents and what the proposals mean for their continued use of telehealth.
- **Panelist discussion** on pertinent telehealth issues and principles that should guide implementation of telehealth policy post-pandemic.
- **Answer key questions** and other Medi-Cal telehealth policy considerations.

# Agenda and preliminary announcements

## Welcome

- Mei Wa Kwong, Executive Director, Center for Connected Health Policy

## Overview of Administration's Medi-Cal Telehealth Proposal

- Amy Durbin, Policy Advisor, Center for Connected Health Policy

## Panelist Session – Opening remarks followed by discussion

- Moderated by Blanca Castro, Advocacy Director and Sacramento Metro Manager, AARP California

## Speakers

- Jennifer Alley, State Government Affairs Specialist, Marriage and Family Therapists Association
- Mayra Alvarez, Executive Director, The Children's Partnership
- Dr. Priya Batra, Senior Medical Director, Inland Empire Health Plan
- Andie Martinez Patterson, Vice President of Government Affairs, California Primary Care Association

## Q&A



Attendees will remain muted during the webinar.



Please submit any questions you have during the webinar in the Q&A box, not the chat box.

# Medi-Cal Telehealth Policy Proposal Overview

Amy Durbin, MPPA  
Policy Advisor  
Center for Connected Health Policy



# Medi-Cal Telehealth Policy Proposal Overview

- Payment parity for services via synchronous/real-time telehealth only
- New fee schedule and policies for asynchronous/store-and-forward, telephonic/audio-only, other virtual communication and RPM
  - Established patients only
  - Provider and service limitations
  - Unclear billing policies and reimbursement rates
- Eliminates FQHCs/RHCs site restrictions
- Limits FQHCs/RHCs to synchronous telehealth only
  - No audio-only or store-and-forward
- Limits plan ability to use telehealth to meet network adequacy requirements to synchronous modalities

# Telehealth Policy Proposal - In Context

- Makes a few temporary allowances permanent
  - Eliminates FQHCs/RHCs site limitations
  - Targeted Care Management (TCM), Local Education Agency Medi-Cal Billing Option Program (LEA-BOP), State Plan Drug-Medi-Cal telehealth waivers and additions
  - Adds RPM
- Narrows ability to utilize telehealth further than pre-pandemic policies
  - Restricts/eliminates asynchronous
  - New “utilization management” policies
- Conflicts with existing laws
  - Establishing new patients limited to synchronous in Medi-Cal only
  - Payment parity for all telehealth – private payors only

# Telehealth Policy Proposal – In Comparison

## PRE-COVID-19

Live Video & Store & Forward Reimbursed at parity; Provider chooses when appropriate to use. FQHC/RHC Limited use of both modalities

FQHCs/RHCs limited in where patient located at time of service. Home not eligible

No audio-only.

No RPM.

## COVID-19

Live Video & Store & Forward Reimbursed at parity; Provider chooses when appropriate to use. FQHC/RHC allowed to use both modalities

FQHC/RHC home eligible originating site for all modalities

Audio-only reimbursed for services & parity

No RPM.

## PROPOSED

Live Video reimbursed at parity; Store & Forward along w/audio-only, RPM and other modalities will be limited, pending DHCS policies. FQHC/RHC not allowed to use anything but Live Video

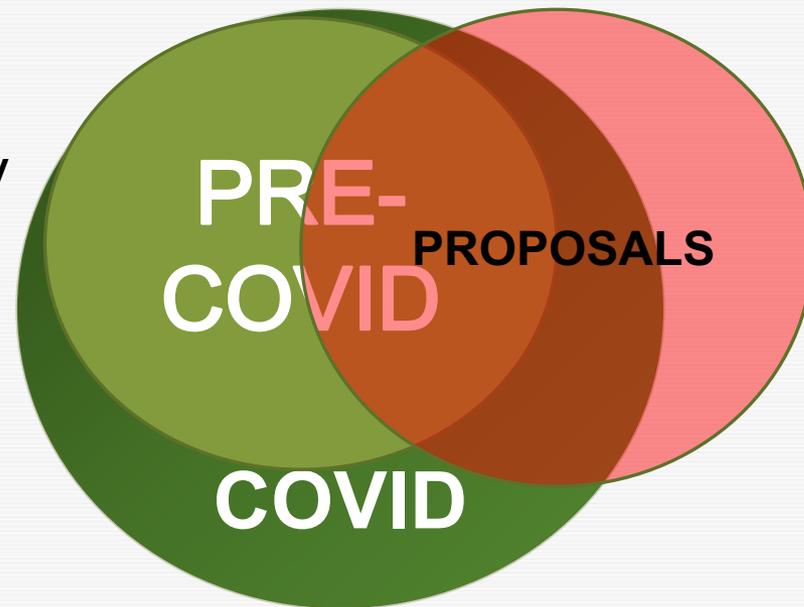
FQHC/RHC may only use Live Video to provide services in home

Audio-only treated in different category. Likely no parity.

RPM treated in different category. Likely no parity.

# PROPOSED PERMANENT CHANGES

New proposals will make some aspects of telehealth policy in Medicaid narrower than what existed pre-pandemic.



Proposals in some respects move CA more towards approach taken by CMS in Medicare.

# PANEL SESSION

Moderated by Blanca Castro  
Advocacy Director and Sacramento Metro Manager  
AARP California

# PANELISTS

Jennifer Alley, State Government Affairs Specialist  
*Marriage and Family Therapists Association*

Mayra Alvarez, Executive Director  
*The Children's Partnership*

Dr. Priya Batra, Senior Medical Director  
*Inland Empire Health Plan*

Andie Martinez Patterson, Vice President of Government Affairs  
*California Primary Care Association*

# PANELIST OPENING REMARKS

Jennifer Alley

State Government Affairs Specialist

*Marriage and Family Therapists*

*Association*

# PANELIST OPENING REMARKS

Mayra Alvarez

Executive Director

*The Children's Partnership*

# PANELIST OPENING REMARKS

Dr. Priya Batra

Senior Medical Director

*Inland Empire Health Plan*

# PANELIST OPENING REMARKS

Andie Martinez Patterson

Vice President of Government Affairs

*California Primary Care Association*

# PANEL DISCUSSION

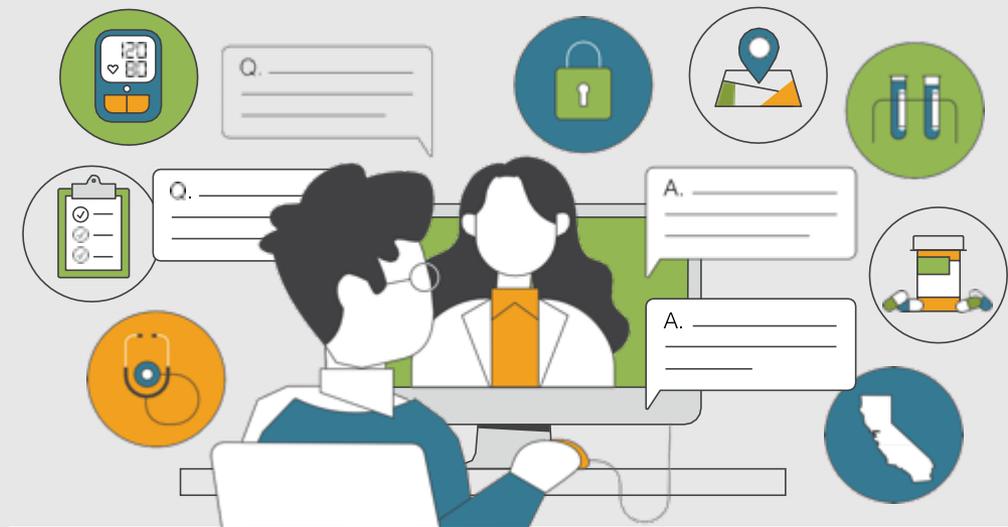
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# Facilitated question and answer



**Please submit your questions in the Q&A box.**

# Thank you to today's sponsors



**Contact staff with any questions:**

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Amy Durbin

[amyd@cchpca.org](mailto:amyd@cchpca.org)

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