



GEORGIA DEPARTMENT
OF COMMUNITY HEALTH

Telehealth in Georgia's CMOs



Presented to: Care Management Committee

Presented by: Linda Wiant, Pharm.D.

Chief, Medical Assistance Plans

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Mission

The Georgia Department of Community Health

We will provide Georgians with access to affordable, quality health care through effective planning, purchasing and oversight.

We are dedicated to A Healthy Georgia.



Agenda

- **Amerigroup Telehealth Initiatives**
- **Peach State Health Plan Telehealth Initiatives**
- **WellCare Telehealth Initiatives**

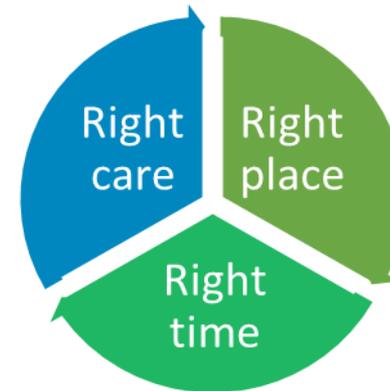
Amerigroup and Telehealth

Amerigroup has supported telehealth since 2011.

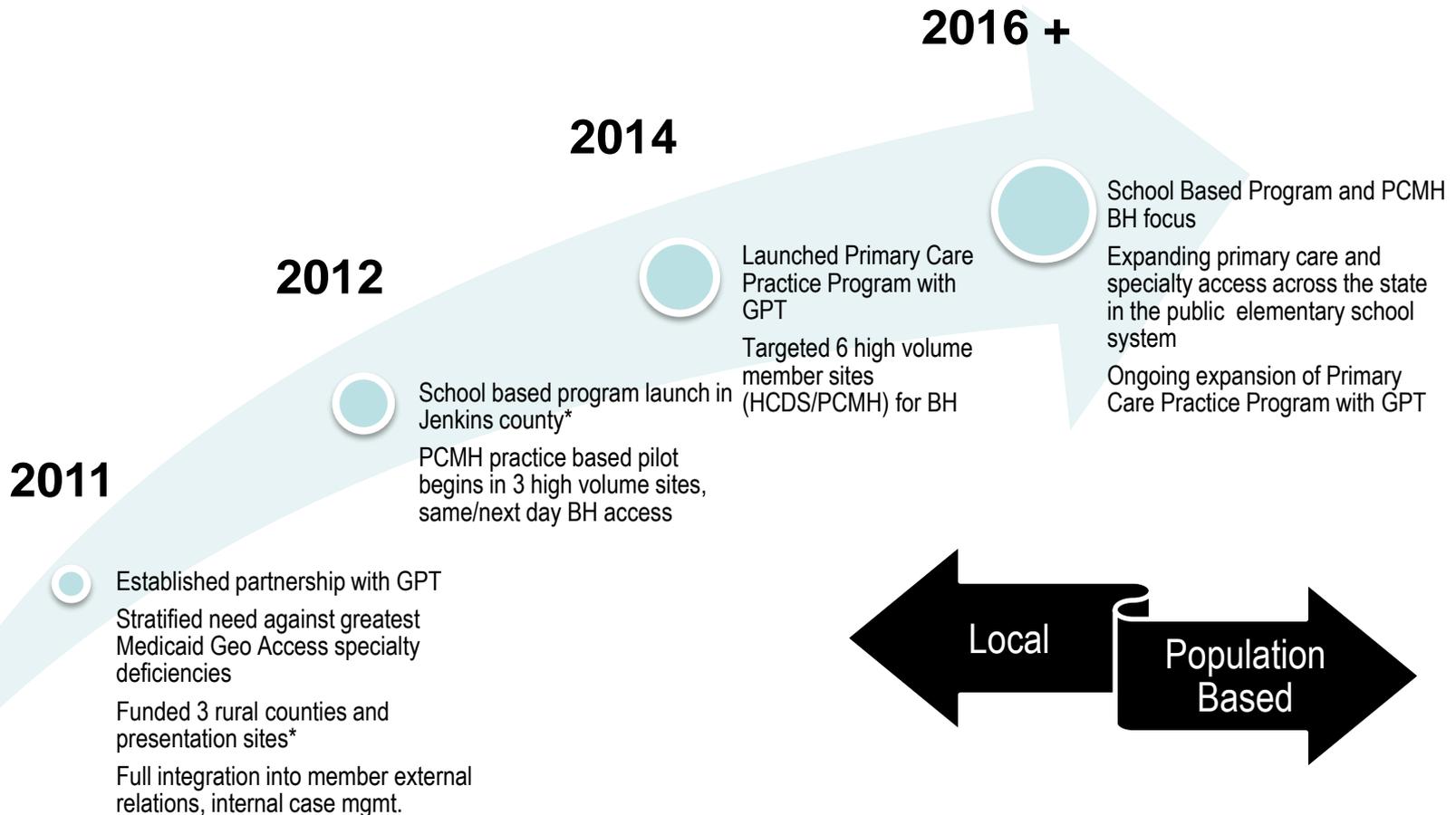
1. Improve specialty and sub-specialty access in underserved and rural geographic areas.
2. Enhance the PCP's ability to coordinate specialty care for their patients.
3. Maintain short appointment lead times and provider specialist choice.
4. Decrease cost and increase quality.

We define telehealth as:

- The use of real-time medical information exchanged from one site to another via secure electronic communication.
- Delivering the right care in the right place at the right time.



Amerigroup Program Timeline



Amerigroup Telehealth Utilization

Amerigroup telehealth member

- High specialty utilization
- Substantial behavioral health needs
- Above average ER utilization
- Poor access to specialty care

Top services rendered via telemedicine

- Level III E&M, Established Patient
- Level IV E&M, Established Patient
- Psychiatric diagnostic evaluation
- Telehealth Originating Site Fee
- Psychotherapy, 30 minutes
- Level II E&M, Established Patient
- Office/Outpatient Visit, New



Peach State TeleHealth

Peach State has joined forces with the Georgia Partnership for TeleHealth and other local resources, in order to increase overall access to quality health care through TeleHealth initiatives.

- Peach State has worked with the Georgia Partnership for TeleHealth since September 2012.
- This collaborative relationship has enhanced quality of and access to specialty care for rural populations by providing access to more than 40 previously unavailable specialties.
- Since 2013, Peach State has worked with Dr. Anne Patterson, who serves as a maternal fetal medicine specialist available to Peach State providers and members through GATeleHealth services
- In 2015, began the PSHP Telehealth Initiative which issues grants to facilities located in rural areas of Georgia for the establishment of new presentation sites. The grant covers the cost of equipment and initial monthly fee, and engages the Georgia Partnership for TeleHealth to provide staff training.



PSHP Telehealth Initiative Grant Considerations

- Potential presentation sites
 - Board of Health
 - Critical Access Hospital
 - School Based Health Center
 - Federally Qualified Healthcare Center
- Consider facilities and providers who have expressed interest to Peach State Health Plan or Georgia Partnership for TeleHealth
- Consider membership count and specialty needs by county

Peach State Telehealth Initiative Grantees

- 2015 Funded Sites
 - South Central Primary Care (FQHC) – Irwin County
 - Edison Medical Center (FQHC)- Calhoun County
- 2016 Funded Sites
 - Mountain Lakes Medical Center (CAH)- Rabun County
 - Wheeler County School System (SBHC)- Wheeler County

Wellcare's Georgia Approach: Appling County Initiative

The Appling County initiative has launched four sites in the county using WellCare funded equipment

- School-Based Presenting Sites:** WellCare provided a full “scope” set of telehealth equipment to two schools (Appling County Elementary School and Appling County High School). This equipment has been placed in school-based clinics, and the nurses who staff the clinics have been trained by GPT on how to accurately work all telehealth scopes and equipment to present it to a doctor on the receiving side.

- Physician-Based Receiving Sites:** WellCare provided equipment to the Appling County HealthCare System for two receiving sites. We originally discussed these being placed in two places in the hospital itself with hospital-affiliated physicians on call to see patients, but the HealthCare System determined that it would make more sense to place the receiving equipment in the physician offices for ease of access. [GPT is working with Appling to get grant funds to expand the number of physician offices that have receiving site equipment]

Wellcare's Georgia Approach: Appling County Initiative

The hospital CEO got support from local PCPs so that children who need to be seen from the schools can be presented to local PCPs first. This keeps local dollars local and allows children to be seen quickly for health needs from their school nurse's office. If expertise is needed beyond that of the local PCPs, the school nurse will also have access to the approximately 150 specialists in the GPT network from facilities around the state. This project has received a great deal of local support. We met in person, along with GPT, with the health care system, the school nurses and the school board. There have been parent meetings to get buy-in in the project, and these have been well attended and well-received.

The telemedicine project initiated by WellCare has evolved into a full community initiative. Appling County has been able to leverage the WellCare project to seek additional funding that has allowed 100% of the schools in Appling to integrate telemedicine, as well as the hospital, physician offices, and local industry. Appling used this opportunity to begin linking all aspects of the community so that healthcare can be assessed by all residents.

Appling County Superintendent Quote:

Dr. Scarlett M. Copeland, Superintendent of Appling County Schools stated, "We were extremely excited when Appling Health Care's CEO, Andy Smith met with us along with Telehealth representatives to inform us that we had received a grant from WellCare to pilot Telehealth. This was a great opportunity to pilot with two of our schools in the district which would positively impact health care in our system. The WellCare Grant has paid for the equipment which will be utilized by our current school nurses to provide Telehealth services to our students and staff. We believe this will be a wonderful service for students and their parents who choose to participate. We are in hopes that participation in this program will also lead to a higher attendance rate for students which will impact student learning and our CCRPI. We are grateful for this opportunity for our students and staff and are looking forward to receiving our equipment to initiate the program."



Other WellCare Initiatives

- **Catoosa County:** This initiative is similar to Appling County in that WellCare is working with an FQHC and two schools. One school is a regular school and the other is a Performance Learning School, which houses about 150 students in danger of dropping out. They are vulnerable students – maybe they have had a baby or they have had some specific struggles, and they need specialized attention.
- **Stewart and Webster Counties:** Webster County is the newest addition to WellCare’s telemedicine initiatives. It is based on a similar initiative in Hancock County. This allows EMTs who arrive on the scene of a non-emergent call to use telemedicine to project the patient to a doctor, making them available to then go to another call without taking the patient in to the emergency room unless deemed necessary by the “receiving” physician on the other end of the telemedicine visit. The Webster County project, which we have committed \$40,000 to, will provide that same technology to Webster County EMTs. The details are not yet set, but the funding could be used to equip two ambulances and a physician receiving site in the county. This is currently in a planning stage. Implementation should take place within a few months.
- **Upson County:** WellCare is in the early stages of this initiative, but we have committed to provide telehealth equipment for behavioral health services in schools in Upson County. Upson County is struggling with access to BH services, and this equipment will address that for a large number of 18 and younger children. Upson has received funding from the Rural Hospitalization Stabilization program. Telemental health is currently being implemented in two Upson Schools. With funding for the RHSP, there is great potential to grow the school based program.

