TeleHealth Program

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Growth in the Telemedicine space is quickly growing

Global interest on the rise

• “… telehealth is about to experience explosive growth...estimating 18.5 percent annual growth in Telehealth worldwide through 2018.”

US growth is expected at nearly 3X the global rate

• “…HIS…predicts that the U.S. telehealth market will grow to $1.9 billion in 2018 from $240 million today, an annual growth rate of 56 percent. This is explosive, and it has led to increased political activity.”

CVS Health agrees with the ATA’s (American Telemedicine Association) assertion that Telemedicine bolsters the care landscape in the following ways:

- Empowers consumer choice
- Reduces disparities in access to care
- Enhances clinician availability
- Improves quality of care
- Provides innovative payment and service model design
Definition of Telemedicine

**CMS** - provision of clinical services to patients by practitioners from a distance via electronic communications

**ATA** - the use of medical information exchanged from one site to another via electronic communications to improve a patient’s clinical health status

**Telemedicine** is not telephone calls, emails, images transmitted via fax, and text messages without visualization of the patient (per CMS)
TeleHealth at MinuteClinic
Expanding Services and Increasing Access

2013
Among Existing MinuteClinics

2014-15
Physician Consults

2014-15
Caremark Clients

2015-16
Home / Mobile
CLINICS IN SOUTHERN CALIFORNIA AND TEXAS—ALLOWING PATIENTS FROM A BUSY MINUTECLINIC TO BE SEEN BY AVAILABLE NPS ELSEWHERE IN THE STATE.
High Definition Video/High Fidelity Audio
Video: TeleHealth at MinuteClinic
Quality Efforts

- 100% Chart review for all TeleHealth cases
- 100% call back for TeleHealth visits
- Patient interaction reviews by NPs auditing the patient-side
- “Time Out” at each post-visit time to debrief
- Patient surveys
- Provider surveys
Telehealth visit compared to a traditional visit:

- Better than a traditional visit: 34%
- Just as good as a traditional visit: 61%
- Not Sure: 4%
- Worse than a traditional visit: 1%

N = 791

95% Just as good/Better
Pilot Services Offered

- Pharyngitis
- Sinusitis
- Otitis Media/Otitis Externa
- Upper Respiratory Infections
- Bronchitis
- Allergic Rhinitis
- Influenza
- Conjunctivitis
- Urinary Tract Infection
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Medicare reimbursement for telemedicine services is limited. Reimbursement for:

- certain telemedicine services
- provided at an eligible medical facility (not the patient’s home)
- located in a rural, non-metropolitan area
- with a health care professional shortage

Expanding coverage for Medicare patients with telemedicine will remove barriers to healthcare access.
REIMBURSEMENT – FIFTY STATES, FIFTY APPROACHES

Medicaid

- 46 state Medicaid programs reimburse for some form of live video
- 10 state Medicaid programs offer some reimbursement for store-and-forward
- 13 state Medicaid programs offer reimbursement for remote patient monitoring
- 3 state Medicaid programs (Alaska and Minnesota) reimburse for all three.

Private Payer

- Currently, 21 states and DC have some private payer-related reimbursement laws.
- Some states mandate some sort of reimbursement, others mandate reimbursement at the same level as in-person care under certain conditions.
Questions