

CTC-RI / PCMH Kids Telehealth Learning Collaborative
“Using Technology to Improve Care for Patients with Chronic Conditions”
Resource Guide v1

This guide is a resource for practices participating in the CTC-RI / PCMH Kids Telehealth Learning Collaborative “Using Technology to Improve Care for Patients with Chronic Conditions.” This is an evolving guide; new resources will be added as they are identified, see version date in footer of document.

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Summary of Participating Practices

Summary of Practices 21 Practices: 9 Adult Practices, 2 Family Practices, 10 Pediatric Practices Cohort 1: February 2021 – January 2022 Cohort 2: May 2021- April 2022				
Practice Types	Practice Type	Cohort Start	Technology of focus	Chronic condition(s) of focus
6 adult practices	Adult	Feb 2021	Athena Health, and interested in identifying RPM for diabetes; Doximity and RPM-- CM Assist for HTN, OneTouch and Telware for remote glucometer; ABPM	Diabetes, congestive heart failure, COPD, hypertension
2 family practices	Family	Feb 2021	AthenaHealth for video; RPM for glucose, BP, weight, peak flow	Congestive Heart Failure; Diabetes, hypertension, obesity, asthma
6 pediatric practices	Pediatric	Feb 2021	Doxy; Doximity, CNE portal; Virtual visits, interested in identifying RPM for pulse ox and peak flow; Currently using Chaddis, Clocktree. Interested in RPM for pulse ox and BPM; (2 sites have not identified yet)	Patients with COVID and another comorbid mental health diagnosis (ADHD, anxiety, depression) or higher risk SDOH; Asthma, diabetes, hypertension; ADHD, Depression, Anxiety
3 adult practices, 4 pediatric practices	Adult, Pediatric	May 2021	Athena, Doxy, Epion; Doximity, RPM for blood glucose, weight monitoring	Adult: Heart Failure Pediatric: ADHD, depression Anxiety; diabetes, blood pressure, liver enzymes, obesity

Telehealth Learning Collaborative Team and Contact Information

Name	Role	Contact Information
Liz Cantor, PhD	Practice Facilitator <ul style="list-style-type: none"> Anchor Lincoln (Pediatric) Barrington Pediatrics Kingstown Pediatrics PRIMA Inc. Richard Ohnmacht, MD 	Liz.cantor@gmail.com 401-487-1566
Vicki Crowningshield, MPH, PCMH CCE	Practice Facilitator <ul style="list-style-type: none"> Coastal Adult Primary Care Coastal Cardiology Coastal Pulmonary Hasbro Children's Hospital Pediatric Primary Care Hasbro Medicine Pediatrics Primary Care 	vcrowningshield@healthcentricadvisors.org 617-319-1412
Suzanne Herzberg, PhD, MS, OTR/L	Practice Facilitator <ul style="list-style-type: none"> A to Z Primary Care Barrington Family Medicine CharterCare Blackstone Santiago Medical North Providence Santiago Medical Pawtucket 	Suzanne_Herzberg@brown.edu 401-263-6023
Kelley Sanzen, PharmD, PAHM, CDOE	Practice Facilitator <ul style="list-style-type: none"> Anchor Lincoln (adult) Anchor Providence Anchor Warwick Medical Associates of RI—Bristol Medical Associates of RI-- East Providence 	kelleyrx@gmail.com 401-480-4758
Susanne Campbell, RN, MS, PCMH CCE	Senior Program Director	scampbell@ctc-ri.org 401-477-0011
Sue Dettling, BS, PCMH CCE	Telehealth Project Manager/Practice Facilitator <ul style="list-style-type: none"> Encompass Family Medicine 	SDettling1903@gmail.com 401-465-9203
Jerry Dubois, MHA <i>Northeast Telehealth Resource Center</i>	Technology Strategist	gdubois@netrc.org
Sarah Summers, BA	Project Coordinator	ssummers@ctc-ri.org

Telehealth Learning Collaborative (TLC) Resource Guide

Note: this is an evolving guide as new resources get identified, see version date in footer of document

Resources by Topic

1. [CTC-RI Telehealth Website](#) (Learning Collaborative Resources, webinars, RI Needs assessment)
2. [Coding and Billing](#)
3. [Community Partnerships](#)
4. [Legal Considerations](#)
5. [Patient Surveys](#)
6. [Special Populations Best Practices](#)
7. [Staff Training](#)
8. [Telehealth Organizations](#)
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CTC-RI Telehealth Website

CTC-RI Website

[Telehealth Learning Collaborative Page](#)

- Links to important documents, meeting schedule, project overview

[Telehealth Webinar Series Page](#)

- On demand webinar recordings from past trainings:
 - Coding and Billing
 - Technology Considerations
- Information about upcoming webinars:
 - Workflow and Etiquette
 - Community Health Training

[Telehealth RI Needs Assessment Page](#)

- Overview and data summary of the RI Telehealth Needs assessment, which surveyed over 40 RI practices and 900 patients about their experiences with telehealth during the pandemic

Coding and Billing

CTC-RI “Coding and Billing” Webinar

[Coding and Billing Webinar Recording](#)

- Recording of webinar that CTC-RI offered on 11/19/20. The webinar covers strategies to optimize coding and billing for telehealth services in RI, including Medicare, Medicaid and commercial payers.

[Coding and Billing FAQ \(PDF\)](#)

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	<ul style="list-style-type: none"> Short FAQ document created to summarize information from the Coding and Billing webinar presentation and Q and A period.
CMS/Medicare	<p>Medicare Telemedicine Health Care Provider Fact Sheet (website)</p> <ul style="list-style-type: none"> Overview of Medicare coverage and payment of virtual services <p>Medicare Learning Network (MLN) Booklet – 2020 (pdf)</p> <ul style="list-style-type: none"> Overview of Medicare coverage and payment of virtual services from the Medicare Learning Network <p>Final Policy, Payment, and Quality Provisions Changes to the Medicare Physician Fee Schedule for Calendar Year 2021 (website)</p> <ul style="list-style-type: none"> Overview of Medicare Physician fee schedule changes for 2021
Center for Connected Health Policy (CCHP)	<p>https://www.cchpca.org/</p> <p>Telehealth Coverage Policies in the Time of COVID-19 (website)</p> <ul style="list-style-type: none"> Summary of telehealth coverage policies under the Public Health Emergency <p>COVID-19 Related State Actions (website)</p> <ul style="list-style-type: none"> State-by-state list of state actions taken by each state’s Office of the Governor, Medicaid Program, Medical Board and/or Department of Insurance, and their current status. <p>Billing For Telehealth Encounters (PDF)</p> <ul style="list-style-type: none"> CCHP 2020 Guide on Fee-for-Service <p>2021 Medicare Physician Fee Schedule (PDF)</p>

Community organizations in RI working on technology access or education	
Community Health Teams	<p>Community Health Team “cheat sheet” (PDF)</p> <p>This document outlines community health teams in RI, the areas they serve, and their connections to primary care.</p>
Cyber Seniors-- URI	<p>Cyber Seniors (website)</p> <p>Cyber Seniors is a program at URI that provides educational supports to older adults around the use of technology</p>
TechACCESS of Rhode Island	<p>https://www.techaccess-ri.org/</p>

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	TechACCESS of Rhode Island provides assistive technology (AT) services to people with disabilities
RI Parent Information Network (RIPIN)	<p>https://ripin.org/services/services/</p> <p>RIPIN helps any Rhode Islander, from infants to seniors. We can help you navigate:</p> <ul style="list-style-type: none"> Special education and supports Specialized services for children and young adults with disabilities Healthcare and health insurance Health education training, support, and resources

Patient Surveys	
Agency for Healthcare Research and Quality	<p>Telehealth Patient Satisfaction Survey</p> <p>15 question telehealth satisfaction survey for patients</p>

Legal Considerations	
Federation of State Medical Boards – Board by Board Review	<p>U.S. States and Territories Modifying Requirements for Telehealth in Response to COVID-19 (PDF)</p> <ul style="list-style-type: none"> State by state guide to out-of-state physicians; preexisting provider-patient relationships; audio-only requirements; etc.
Office of Civil Rights	<p>FAQs on Telehealth and HIPAA during COVID-19 public health emergency (PDF)</p> <ul style="list-style-type: none"> FAQ addressing questions about HIPAA and remote telehealth communications <p>DEA COVID-19 Information Page (website)</p> <ul style="list-style-type: none"> DEA policies and guidelines for many topics related to COVID-19 and telehealth
Office of Health and Human Services—Public Health Emergency	<p>Public Readiness and Emergency Preparedness (PREP) Act Overview and Resources (website)</p>
RI Office of the Health Insurance Commissioner	<p>Rhode Island Office of the Health Insurance Commissioner (ri.gov)</p> <p>Source for RI policy, laws and regulations, and health plan review documents.</p>

Special Populations Best Practices

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HITEQ—a training and technical assistance center	Telehealth Resources for Patients with Limited English Proficiency in Health Centers (PDF)
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Staff Training	
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California Telehealth Resources Center— Telehealth Coordinator Online Training	Telehealth Coordinator Training (telehealthtrain.org) Modules to train staff on different components of telehealth
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Telehealth Organizations	
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North East Telehealth Resource Center (NETRC)	https://www.netrc.org/ Staff from NETRC will be providing technical assistance to this project.
National Technology Center – Telehealth Technology Assessment Resource Center	https://telehealthtechnology.org/
National Consortium of Telehealth Resource Centers (NCTRC)	https://telehealthresourcecenter.org/resources/

Toolkits and Comprehensive Resources	
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Telehealth Resource Center 15 Step	15 Step Business Model to Implement Telemedicine (PDF) <ul style="list-style-type: none"> Concise 2 -page guide/checklist to create a business proposal for telehealth implementations
NETRC Telehealth Implementation Toolkit	NETRC Telehealth Implementation Tool Kit: Maine Edition - Overview (website) (Note: this link is the “Maine Edition”, however, the content is high level and relevant in all US states, with exception of certain state policies (patient consent, billing for example. A RI toolkit is being produced and will be released in the next version of this resource guide)

	<p>Purpose: to help practices establish and/or expand upon their telehealth services. This toolkit covers implementation steps, including:</p> <ul style="list-style-type: none"> • Assess Needs • Establish (Workflow, clinical outcomes & performance goals, billing, team roles) • Define (Policies & procedures, referrals & consults, patient consent, education) • Implement (software, equipment, conducting visit, ongoing support) <p>This guide covers each stage of implementation and provides tools and resources to support your telehealth program needs.</p>
<p>American Medical Association Playbooks</p>	<p>AMA Telehealth Implementation Playbook (PDF, 128 page guide)</p> <p>AMA has researched this Playbook documenting the most efficient path to implement a new digital health solution including key steps, best practices, and resources to accelerate and achieve digital health adoption.</p>
	<p>AMA Digital Health Implementation Playbook (website)</p> <p>This online guide includes information on Remote Patient Monitoring. Other helpful steps in this online guide include:</p> <ol style="list-style-type: none"> 1. Identifying a Need 2. Forming Teams 3. Defining 4. Evaluating the Vendor 5. Making the Case 6. Contracting 7. Designing the Workflow 8. Preparing the Staff 9. Patient Partnerships 10. Implementing 11. Evaluation Success 12. Scaling
<p>Substance Abuse and Mental Health Services Administration (SAMHSA)</p>	<p>SAMHSA COVID-19 Page</p> <ul style="list-style-type: none"> • Many BH and SUD resources and factsheets related to COVID-19