

Telehealth

The Way of the Future

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April 4, 2019





Today's Presenter

Cheryl Lejbolle

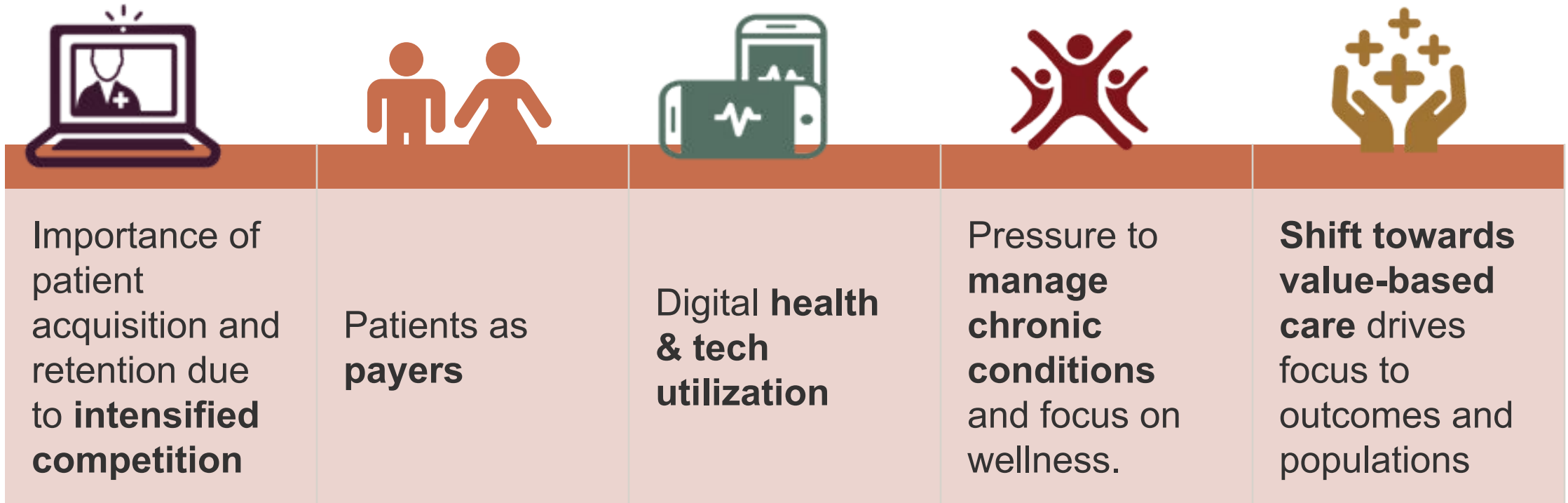
VP, Patient Engagement Solutions

My virtual visit story



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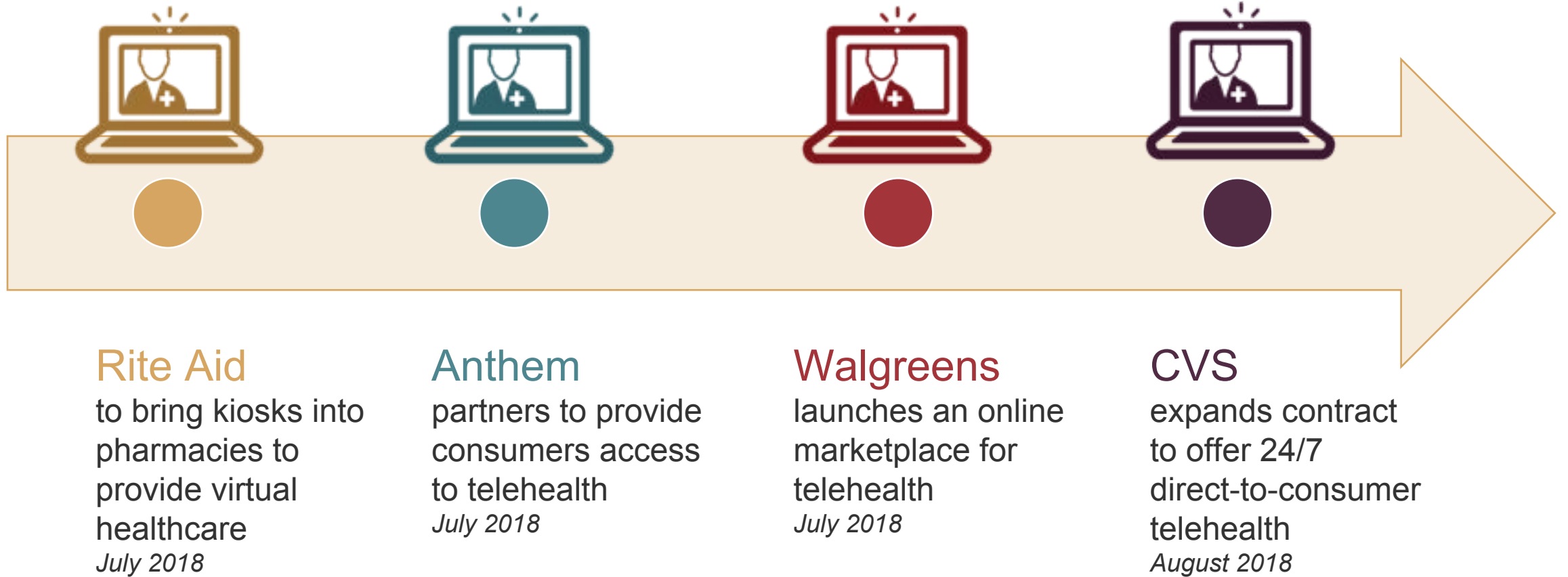
Market Drivers for Patient Engagement & Telehealth



77% of Americans own a smartphone¹

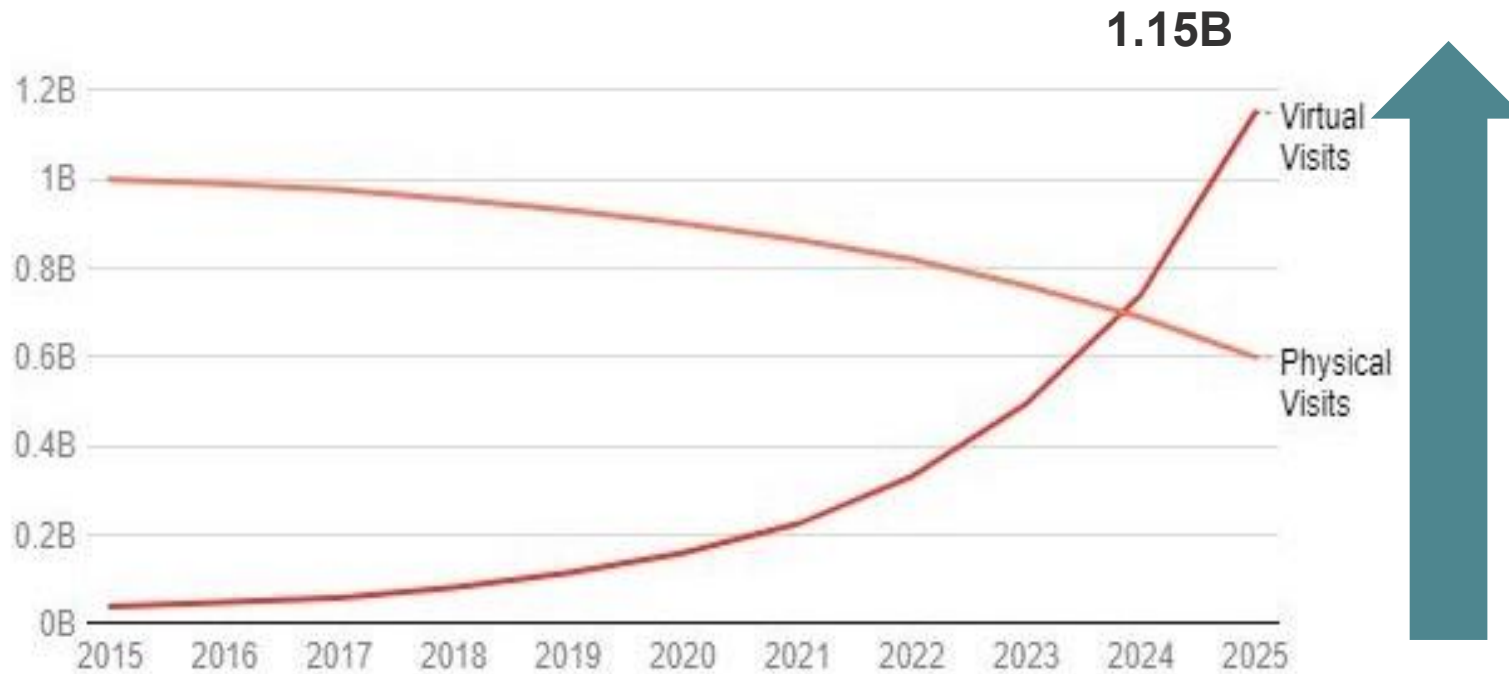
86% of nations \$3B annual healthcare costs are for patients with chronic and/or mental conditions²

Intensified Competition: 2018 Headlines



Future of Virtual Visits: Strong & Growing

Projected number of office visits, 2015 - 2025

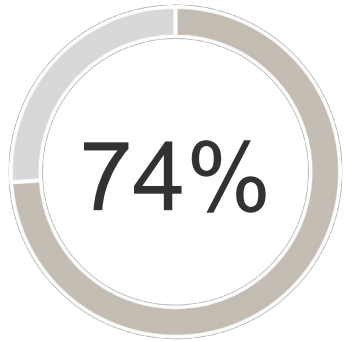


Growth beyond Urgent Care

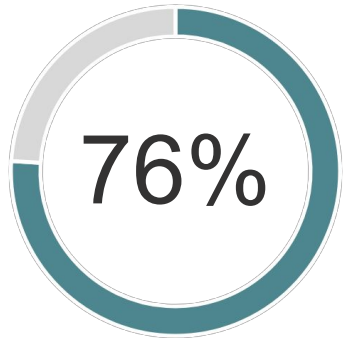
- Chronic condition management
- Wellness & prevention
- Follow-up visits for treatment compliance
- Review labs & images
- Medication management & prescription refills
- Conduct pre and post procedure visits

“ Tomorrow’s office visit will increasingly take place everywhere but the office.” – Dr. Eric Topol ”

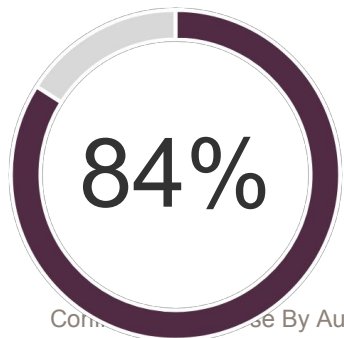
Increasing Support



Patients in the U.S. would use telehealth³



Patients prioritize access to care over the need for human interactions with providers⁴



Healthcare executives felt that the development of telemedicine services is either very important (52%) or important (32%) to their organizations.⁵

Cost Effective

PRACTICES SAVE

\$86.64

every time a patient uses online services instead of visiting the ER or urgent care.²

\$43

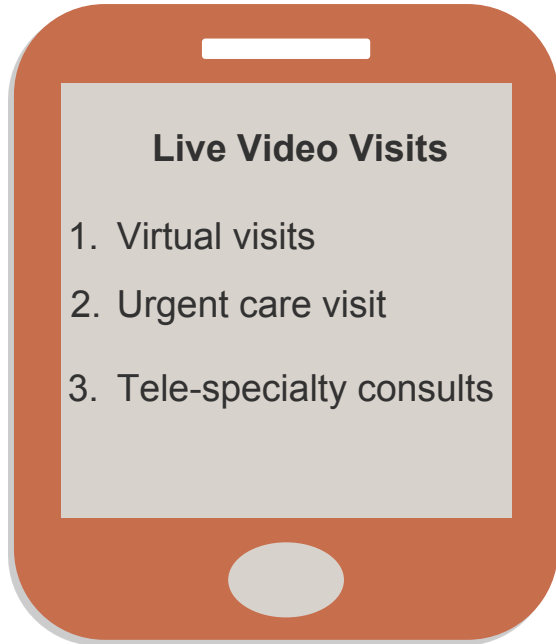
Average opportunity cost per visit for patients, not including cost of treatment and co-pays.¹

Patient Satisfaction

94%

“Very Satisfied” with telehealth⁶

Telehealth Description Realtime Video Visits



| Established Patient & Condition | New Established Patient/ New condition | Provider to Provider |
|-----------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|
| | | |
| Virtual visit scheduled | Urgent Care visit | Telehealth consultation |
| <ul style="list-style-type: none"> • Patient scheduling • Copay | <ul style="list-style-type: none"> • Marketing • Triage • Insurance eligibility, billing and payments | <ul style="list-style-type: none"> • Collect and share diagnostic information |
| Place the patient in a virtual waiting room | | Patient with provider |
| EHR documentation, prescribing and billing | | |

Connect providers and patient through video



Telehealth Description Continued



PROVIDER NETWORK SERVICES

- Provide access to providers/specialties and technology to:
 - Manage an increased workload
 - Staff during off hours

Specialties

- Urgent Care
- Pediatrics
- Behavioral Health

REMOTE PATIENT MONITORING

- Sensors collect and transmit data
- Software manages & analysis data
- Response team provides intervention when necessary

Specialties

- Cardiovascular
- Post Inpatient or Surgery
- Physical Therapy
- Medication Management

ASYNCHRONOUS STORE AND FORWARD

- Secure messages
- Symptom evaluations

Specialties

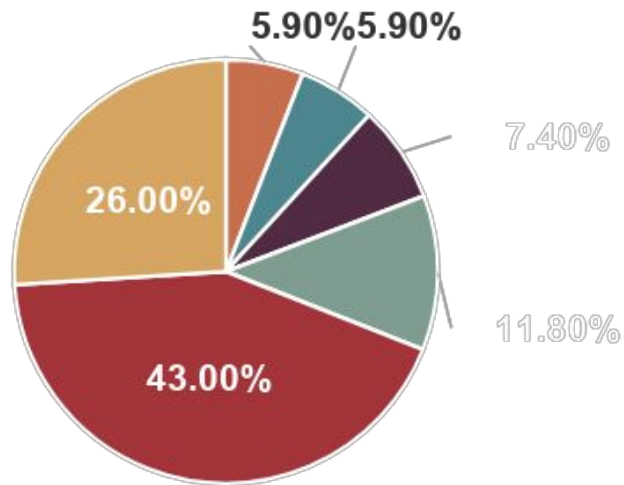
- Orthopedics
- Dermatology
- Wound care
- Surgery follow-up

Client Feedback

What we heard from our clients

We received 68 survey responses from practices totaling 2,830 physicians

Top Specialties that Responded



- Ophthalmology
- OB/GYN
- CHC/FQHC
- Multi-specialty
- Primary Care
- Other

56%

Use or plan to use telehealth

16%

Prefer face-to-face appointments

Top 3 Goals

- Patient access
- Patient satisfaction
- Practice efficiency

Source: NextGen Healthcare Telehealth Voice of the Client Survey April 2018





Client Preferred Use Case and Features

Use case

- **Virtual visit established patients**

Features

- Mobile and desk top: 82%
- Insurance eligibility & patient payment: 74%
- Patient intake: 59%
- Triage/built in clinical decision support: 52%

| | | Have Telehealth (n=11) | Adopting Telehealth (n= 27) |
|---------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|----------------------------------------------------------------------|
|  | Live Video Visit <ul style="list-style-type: none"> • Virtual visits established • Urgent care new conditions • Post-acute & other home • Urgent care new patient • Doctor-doctor consults | <p>91%</p> <p>63%</p> <p>46%</p> <p>27%</p> <p>18%</p> | <p>89%</p> <p>41%</p> <p>48%</p> <p>19%</p> <p>30%</p> |
|  | Asynchronous Store-and-Forward | 46% | 41% |
|  | Remote diagnostic hardware integration | | 38% |
|  | Provider Network Services | 27% | 26% |

Telehealth Reimbursements

Reimbursement Trends

Getting better and where you live matters

- **Private Insurance**
- **Self Pay**
- **Medicaid**
- **Medicare**

Reimbursement: Private Insurance

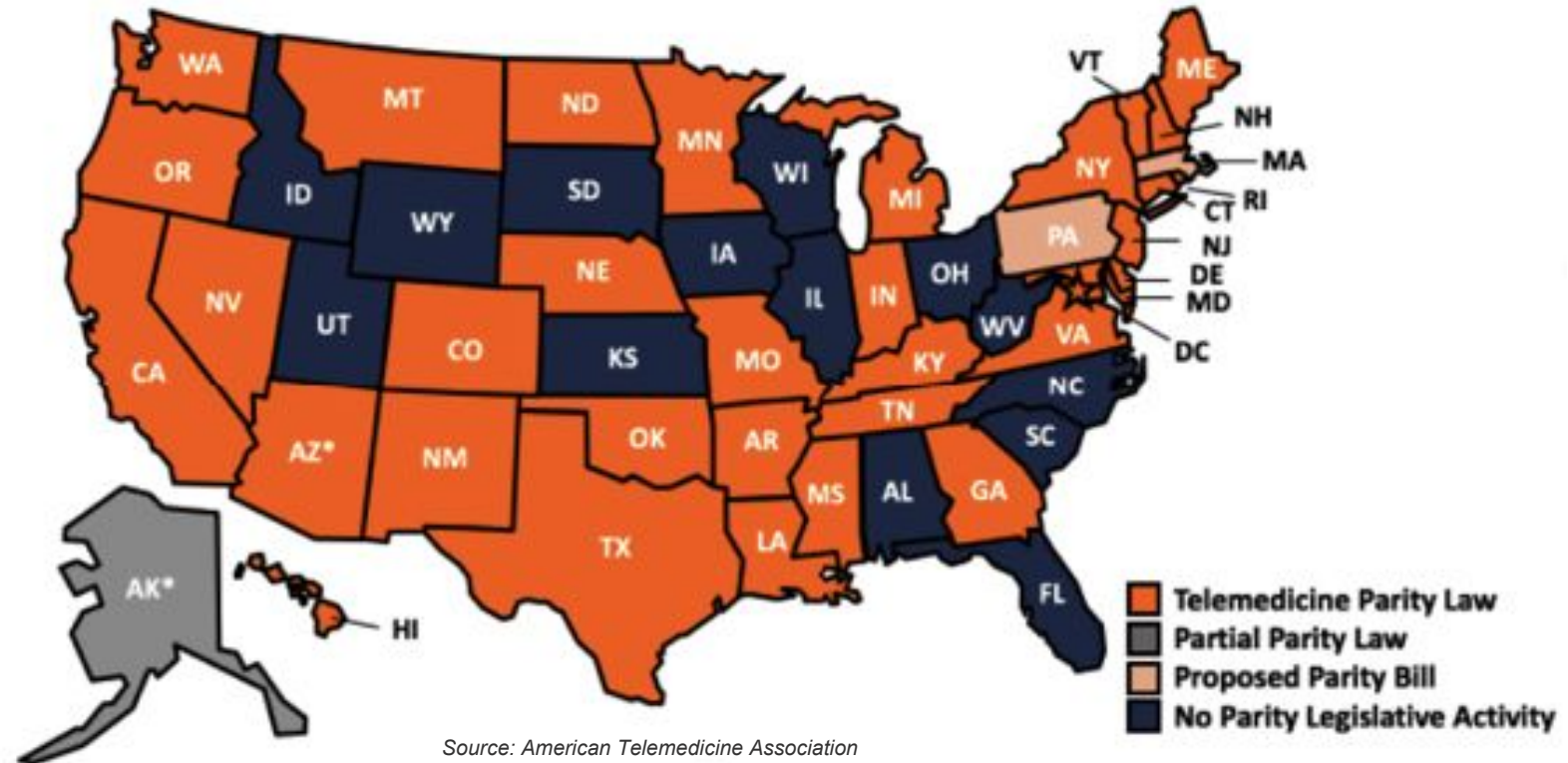
75%

of US healthcare providers are covered by a telehealth parity law in their state

33+

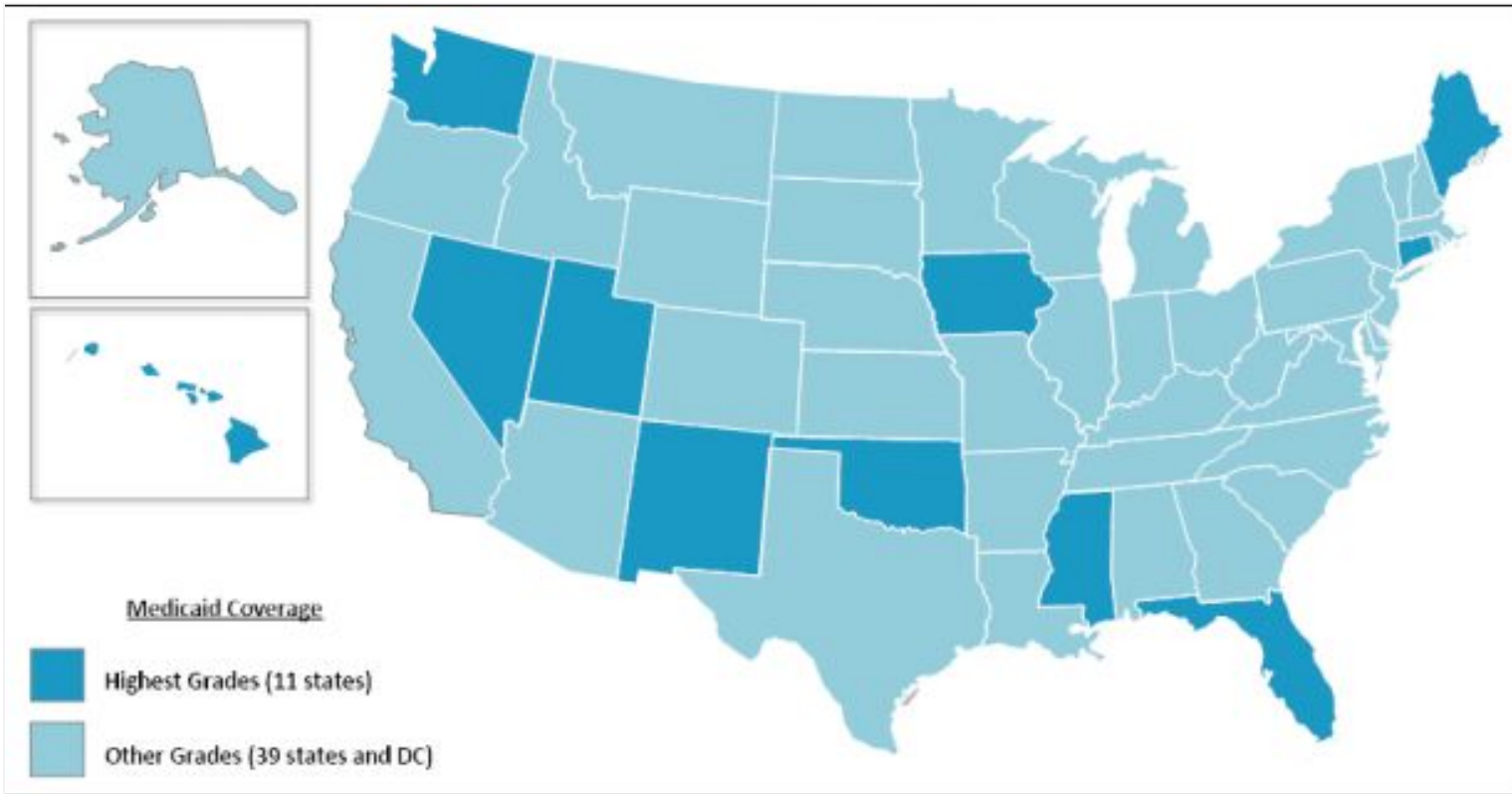
states have laws mandating that private insurance covers telehealth in 2018

Telehealth parity legislation means providers get reimbursed for video visits at the same rate as in-person office appointments.



Reimbursement: Medicaid

All Medicaid programs have some type of coverage for telemedicine and 40 states allow the home as an originating/patient site.



11

States have the highest grades for Medicaid coverage of telehealth

6

states have made improvements to expand coverage

Source: American Telemedicine Association 2017

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Reimbursement: Medicare

In traditional fee-for service, Medicare beneficiaries are eligible for telehealth with limits:

- Real-time video visits
- In rural area
- Originating site

Recent expansions include:

- Passage of CHRONIC Care Act and the Next Generation ACO Telehealth Expansion Wavier
- Virtual communication services

Breaks down barriers for Medicare patients with chronic disease to access care and expands telehealth coverage under Medicare Advantage Plan B, beginning in 2020

CY 2019 Telehealth Update

Two new types of “virtual communication services”

- Virtual patient check-in 5 – 10 minutes medical discussion initiated by and established patient
- Remote evaluation services of recorded video and/or images by new or established patient including interpretation with verbal follow-up with patient

Resources

- Center for Connected Health Policy Association (CCHPCA)
 - Pending Legislation and Regulation
 - Interactive State Policy Map
 - 50 State Telehealth Laws & Reimbursement Policies Report
- CMS
- American Telemedicine Association
 - State Policy Resource Center
- Billing Partners/Services
 - Check contract with commercial payers



NextGen[®] Office Demonstration

Greg Tocco

Application Specialist


NextGen® Office Premium Patient Portal

Patient View

www.yourhealthfile.com


Welcome to YourHealthFile Patient Chart: FRASER, THOMAS

Open Saturdays!
We are now open Saturdays! Feel free to call to make an appointment or request one below.




\$0.00
Balance Due

View Current Charges




Schedule an Appointment




08/27/2018
8:30 AM


Appointment Check-in



Request a Medication Refill



Review Medical Record




5
New Messages

Message a Doctor

Provider View

Chart | Tasks & Messages | Administrative | Allergies | Encounters | Flow Sheets | Medication List | Problem List

E-Visit



Waiting for other Participant to join...

Chief Complaint: Complaint Forms

Grand CentralEncounter # 040419-78753040

Notes

Complaint FormsChronic ConditionsWell Visit

Dashboard | Practice Management | **Tasks & Messages** | Documents | Pharmacy Alerts | #HF214190182 TOCCO, G...

Questions

If you are a
client already using the
Premium Patient Portal
and have questions?

Call 877.975.9160 Option 2

If you are a
client interested in upgrading
to the Premium Patient Portal
and have questions?

Contact Us
Call 877.975.9160 Option 1



sales@avsmedical.com

NextGen Premium Partner

Thank you!