Telehealth Resources

**Purpose:** The Association of State and Territorial Health Officials (ASTHO), with funding provided by the Centers for Disease Control and Prevention (CDC), gathered these telehealth resources to support the efforts of Puerto Rico Department of Health (PR DOH) to increase awareness and knowledge of health-related services through telecommunication. The resources collected for PR DOH are focused on the policies and strategies states have implemented to support those with substance use disorder with the services needed for recovery and treatment.

**Objectives:**
1. Increase PR DOH’s understanding of telehealth and telemedicine.
2. Provide examples of strategies to implement and increase access to telehealth resources.
3. Provide information to guide clinical professionals on disseminating telehealth in their practice.
4. Present state policies put in place to allow the use of telehealth resources.

**Conclusion:** The COVID-19 pandemic has provided state and territorial health agencies the opportunity to build a strong, comprehensive care approach for increasing knowledge and access to health-related services and information through telecommunication.
Association of State and Territorial Health Officials (ASTHO)

- **Using Telebehavioral Health to Increase Access to Care for Rural and Vulnerable Populations Amid COVID-19**: This ASTHO Brief focuses on the use of telebehavioral health for rural and vulnerable populations gaining access to care in light of COVID-19. The brief summarizes federal policy changes across several key agencies to expand telehealth flexibilities and notable state examples of policies adopted to further expand telehealth access.
  
  RURAL AREAS, VULNERABLE POPULATIONS, BEHAVIORAL HEALTH

- **The COVID-19 Impact on our Mental Health System**: This ASTHO Experts blog covers the impacts of COVID-19 on our mental health system and references how telebehavioral health services and Project ECHO can improve access to behavioral health during and beyond the COVID-19 pandemic.
  
  MENTAL HEALTH

- **COVID-19 Telehealth Flexibilities and Impact on Maternity Care**: This ASTHO Brief covers how telehealth expansion has increased access to care for pregnant and postpartum women during the COVID-19 pandemic.
  
  ACCESS TO CARE, PREGNANT WOMEN, POSTPARTUM WOMEN

- **Telehealth Resource Guide**: ASTHO’s guide is designed for state and territorial health officials and agencies to enhance their telehealth efforts. This is complemented by an online simplified infographic guide for implementing telehealth programs in four steps: assess, define, plan, and implement.
  
  IMPLEMENTATION

- **Use of Telehealth for Substance Use Disorder Treatment in Maternal and Child Populations**: This ASTHOConnects webinar on the use of telehealth to improve access to substance use disorder treatment in maternal and child populations features examples from the Medical University of South Carolina and a Project ECHO program in New Hampshire.
  
  MATERNAL AND CHILD HEALTH, SUBSTANCE USE DISORDER, MEDICALLY ASSISTED TREATMENT

U.S. Department of Health and Human Resources (HHS)

- **Telemedicine and Prescribing Buprenorphine for the Treatment of Opioid Use Disorder**: This HHS report covers the importance of medication for opioid use disorder (MOUD) treatment and recovery. It discusses the ongoing work to expand buprenorphine-based MOUD as a telemedicine service with the Drug Enforcement Administration and a list of clinical case scenarios for clinicians.
  
  OPIOID USE DISORDER, MEDICALLY ASSISTED TREATMENT, BUPRENORPHINE, CLINICAL CASE SCENARIOS

Centers for Medicare and Medicare Services (CMS)

- **Medicaid Substance Use Disorder Treatment via Telehealth, and Rural Health Care and Medicaid Telehealth Flexibilities Guidance**: This bulletin covers opportunities for states to provide
telehealth and broaden their access to Medicaid services along with a general guidance for telehealth.

MEDICAID, SUBSTANCE USE DISORDER, RURAL HEALTHCARE

Health Resources and Services Administration (HRSA)

- **HRSA-NETRC Webinar Series: Using Telehealth to Screen for Maternal Mental Health Issues:** Multiple speakers discuss best practices, challenges, and infrastructure for using telehealth for mental health related services.
  MATERNAL, MENTAL HEALTH

Telehealth Resource Center(s) (TRCs) and Resources

- **Telehealth Resource Center Webinars:** HRSA has compiled a unique list of TRC webinars from 2011 to 2018. A downloadable Excel file is also available.
  WEBINARS

- **CTRC Telehealth Program Developer Kit:** See this resource for implementation methodology developed for the University of California schools and hospitals.
  IMPLEMENTATION, REFFERALS, PARTNERSHIPS, CALIFORNIA

- **Initiating Telehealth Services Checklist:** This checklist is designed to provide prompts for some of the questions to consider when implementing a telehealth site or new service.
  IMPLEMENTATION, CHECKLIST

- **HTRC Telehealth Etiquette Checklist:** This checklist outlines best etiquette practices for telehealth providers. This resource will help think through appointment preparation, video presence, and audio tips.
  ETIQUETTE, BEST PRACTICES

Center for Connected Health Policy

- **Telehealth and COVID-19:** This PowerPoint presents Drug Enforcement Administration guidance for prescribing controlled substances using telehealth and exceptions to the Ryan Haight Act.
  CONTROLLED SUBSTANCES, DEA GUIDANCE

- **DEA and Telehealth:** This video describes Drug Enforcement Administration updates on the use of telehealth to prescribe controlled substances.
  CONTROLLED SUBSTANCES, DEA GUIDANCE

- **CMS COVID-19 Telehealth Policy Updates – Medicare:** This video covers the recent changes the Centers for Medicare and Medicaid Services has made to the telehealth policies in Medicare.
  MEDICARE, MEDICAID

- **COVID Telehealth State Action Tracker:** This regularly updated tracker provides a snapshot of state telehealth actions in response to COVID-19.
  STATE ACTIONS
• **Telehealth Policy in a Post-COVID-19 World:** This video examines which temporary policy changes might remain in effect post-COVID-19, as well as potential issues that policymakers may think merit future action.
  POLICY

• **Federal COVID-19 Emergency Actions:** This article details the temporary response taken in reaction to COVID-19, the basis of those actions, the expiration date, and what strategies could be taken to preserve these policy changes after the public health emergency is over.
  POLICY

• **How Telehealth Policy is Structured in the United States:** Center for Connected Health Policy Executive Director Mei Kwong breaks down the complicated telehealth policy structure in the United States in this video.
  POLICY, CCHP

• **Teleheath Basics -Terminology and Definitions:** This video covers some common terms in telehealth and what those terms mean.
  TERMINOLOGY

• **Barriers & Challenges to FQHC Use of Telehealth for Substance Use Disorder:** This guide examines the policies affecting FQHCs pre-COVID-19 and during the COVID-19 emergency. This review includes policy barriers to reimbursement and prescribing, COVID-19 era policies, and persisting gaps in policies.
  POLICY, FQHC

• **CMS CY 2021 Physician Fee Schedule Proposals:** This video discusses CMS’s proposal for the 2021 Physician Fee Schedule proposals.
  PHYSICIAN FEE, CMS

**Medical Associations**

American Medical Association (AMA)

• **AMA Quick Guide to Telemedicine in Practice:** This resource on mobilizing remote care includes implementation tips, as well as a reference to Current Procedural Terminology codes for reporting telemedicine and remote care services.
  IMPLEMENTATION, CPT CODES

• **AMA Telemedicine Steps Forward:** A supplement to its quick guide, AMA covers what is needed to facilitate access to care for patients via telemedicine. The guide also covers methods to selecting telemedicine service models, steps to determine the technology and support needed, and appropriate practice guidelines to initiate a telemedicine service model.
  ACCESS TO CARE, SERVICE MODELS

• **Telehealth Implementation Playbook:** This guide focuses on the implementation of telehealth, defined as real-time audio or visual visits between a physician and patient. This playbook is
designed to support efficient, successful implementation, so physicians, care teams, patients, and the broader community can experience the benefits of telehealth in practice.

**IMPLEMENTATION**

American Psychiatric Association
- **Practice Guidance for COVID-19**: This guidance released by HHS and FDA will assist psychiatrists with providing mental health and substance use services.

American Telemedicine Association (ATA)
- **FCC’s Role in Expanding Telehealth During the COVID-19 Pandemic**: In a conversation with Federal Communications Commission (FCC) Chairman Ajit Pai, ATA CEO Ann Mond Johnson discussed the latest FCC efforts to expand telehealth, including investments to support healthcare providers during the COVID-19 pandemic, and FCC’s role in expanding access to virtual care post-COVID-19.

Federation of State Medical Boards (FSMB)
- **Telemedicine Policies: Board-by-Board Overview**: Developed by FSMB, this tracker showcases 49 states and their state license requirement, reimbursement policies, and other related regulations associated with telemedicine.

**Academic Journals**

Addiction Science and Clinical Practice Journal
- **Trends in Telemedicine Use in Addiction Treatment**: This case study investigates the adoption of telemedicine services across purchasers of addiction treatments in different geographical locations.

The American Osteopathic Academy of Addiction Medicine
- **The Current Evidence on Telemedicine-Delivered Treatment for Opioid and Other Substance Use Disorders**: This presentation describes current challenges with treatment access and delivery for substance use disorder and presents evidence for telemedicine for substance use disorder treatment based on a recent systematic review.

Health Affairs
- **How The Rapid Shift To Telehealth Leaves Many Community Health Centers Behind During The COVID-19 Pandemic**: This article discusses the quick transition toward telehealth during the COVID-19 pandemic. Overall, the article covers reasons community health centers have struggled to keep up with the telehealth transition and suggests recommendations for making telehealth a long-lasting solution.
• **Ensuring The Growth Of Telehealth During COVID-19 Does Not Exacerbate Disparities In Care:** This article highlights the technological limitations and barriers when accessing telehealth. The article also suggests how to improve telehealth access through partnering with stakeholders and policymakers.
  BARRIERS TO CARE, PARTNERSHIPS

• **Inpatient eConsults Webinar:** This webinar covers the adoption of the eConsult model for telehealth inpatient settings and how to bill and code parameters.
  INPATIENT, BILLING, CODING

• **Early Impact Of CMS Expansion Of Medicare Telehealth During COVID-19:** See this article for a discussion about the effectiveness of telehealth and the actions CMS took to expand telemedicine before and during the COVID-19 pandemic.
  CMS, MEDICARE

Other

• **Reducing Barriers to Furnishing Substance Use Disorder (SUD) Services Using Telehealth and Remote Patient Monitoring for Pediatric Populations Under Medicaid:** See this environmental scan of telehealth services for pediatric patients with substance use disorder, which identifies best practices, barriers, and recommended solutions for utilizing these behavioral telehealth services.
  SUBSTANCE USE DISORDER, BARRIERS TO CARE, ENVIRONMENTAL SCAN, BEST PRACTICES

• **Telemedicine Hack:** This short-term learning community provides 10 recorded sessions to support providers in implementing telemedicine during the COVID-19 pandemic. The sessions provide knowledge and skills necessary to prepare clinicians opening a telehealth practice.
  PROVIDERS

• **National Academy for State Health Policy Tools:** This tool provides resources to support states in developing policies to increase access to telehealth related to opioid use disorder treatment services. The resources cover how states treat opioid use disorder during COVID-19, provide payment parity for telehealth, and revise regulations for more flexibility and access to care.
  POLICY, OPIOID USE DISORDER, REGULATIONS

• **Florida Legislature Passes New Telehealth Law:** This blog discusses Florida’s legislation passed in April 2019 on telehealth and summarizes the key takeaways from the bill, such as the provider’s role in telehealth, how to perform patient examinations, and best prescribing practices.
  POLICY, FLORIDA