



**General Track: Telehealth in Physical Therapy –
From the computer screen to the Clinic
(Part I and II)**

**Sarah Gallagher, PT, DPT, NCS
Alan Chong W. Lee, PT, PhD, DPT, GCS**

**Date and Time of Presentation:
October 27, 2018: 9 – 6 pm**



**2018 Rocky Mountain Fall
Conference & PT Expo**

October 26 - 28, 2018
Four Seasons Resort
Vail, Colorado

Course Objectives:

Upon completion of this course, the participant should be able to:

1. Define telehealth, tele rehabilitation, and telemedicine
2. Describe key stakeholder roles within an organization that is needed for implementation of successful telehealth practice
3. Describe telehealth resources, regulation, and competencies in physical therapy from American Telemedicine Association, FSBPT, and APTA
4. Describe steps to implementing telehealth in Colorado
5. Simulate a telehealth real time audio and video conferencing session

Overview

Part 1: History and Background

9-10:30am

- History and evidence of telehealth, telerehab
past to present
- Introduce Raquel and specifics to CO
- Summarize key points
- Video

Break 10:30-11am

11-12:30pm

- Private practice business discussion
- Discussion with participants -
Workflow problems in practice
- Intro Telehealth Competencies
- Video

Lunch: 12:30-1:130- Sign up [Doxy.me](https://doxy.me)

Part 2:: Implementation and Simulation

2:30-4pm

- Implementation steps
- [Doxy.me](https://doxy.me) practice
- Summarize
- Video

Break 4-4:30

4:30-6pm Advocacy

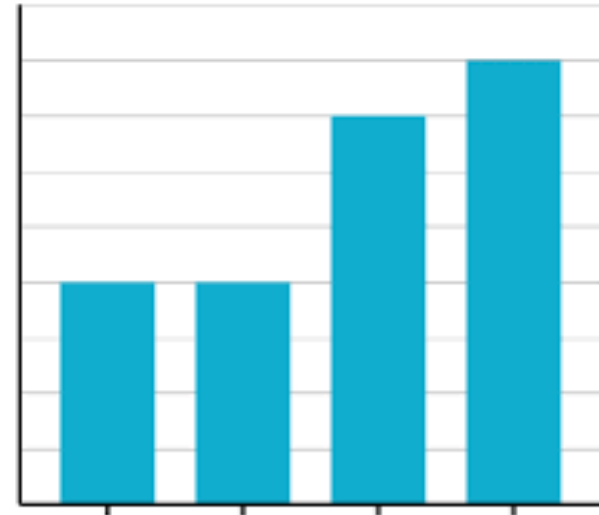
- Future opportunities
- Summarize all points
- Video



Online Poll

Type into Browser and begin to Vote:

<http://etc.ch/FgrH>



- [Results](#)
- Test:
- <https://directpoll.com/r?XDbzPBd3ixYqg84MRwmHuz6BnUNpfulxNwc2DrKtR>

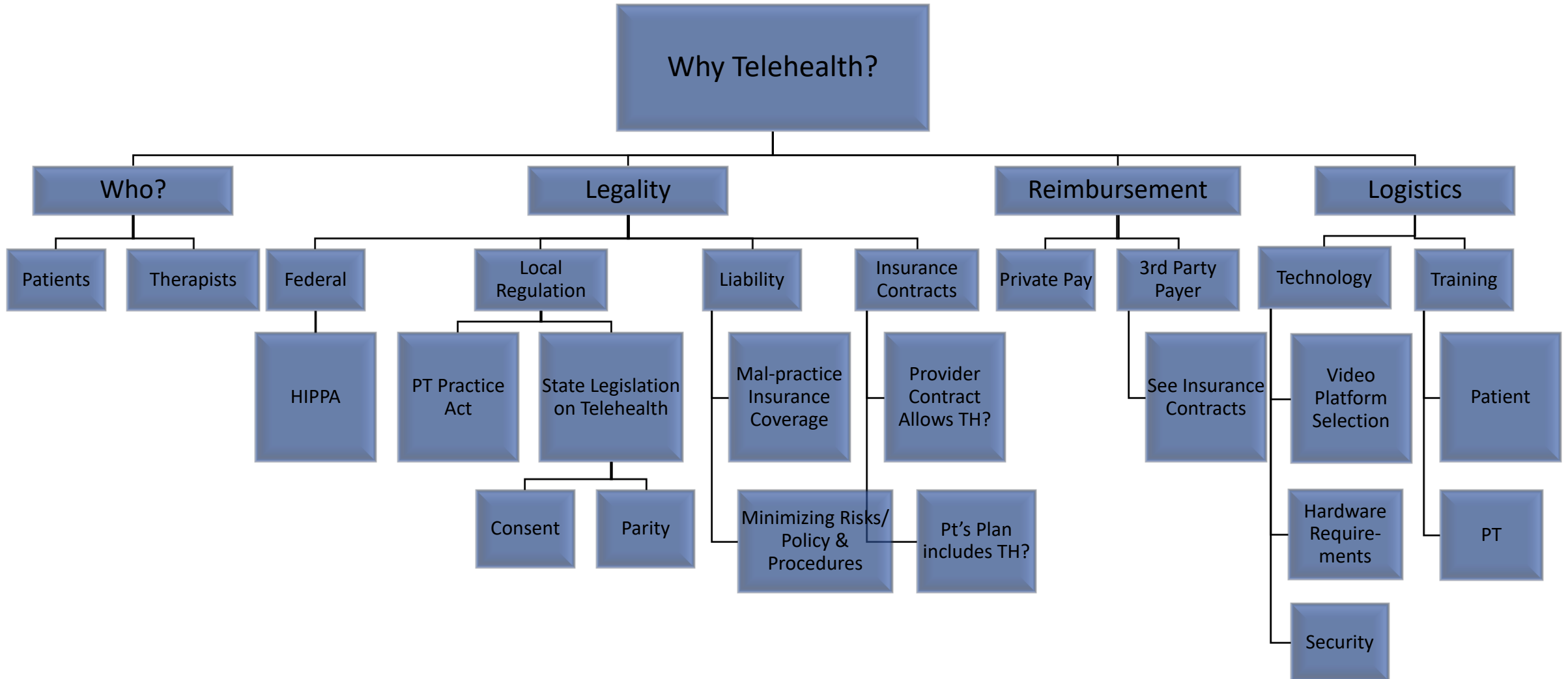
TELEHEALTH Colorado



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Implementing Telehealth (TH) Overview



Why Telehealth in Colorado?



CO State Demographics

Patients:

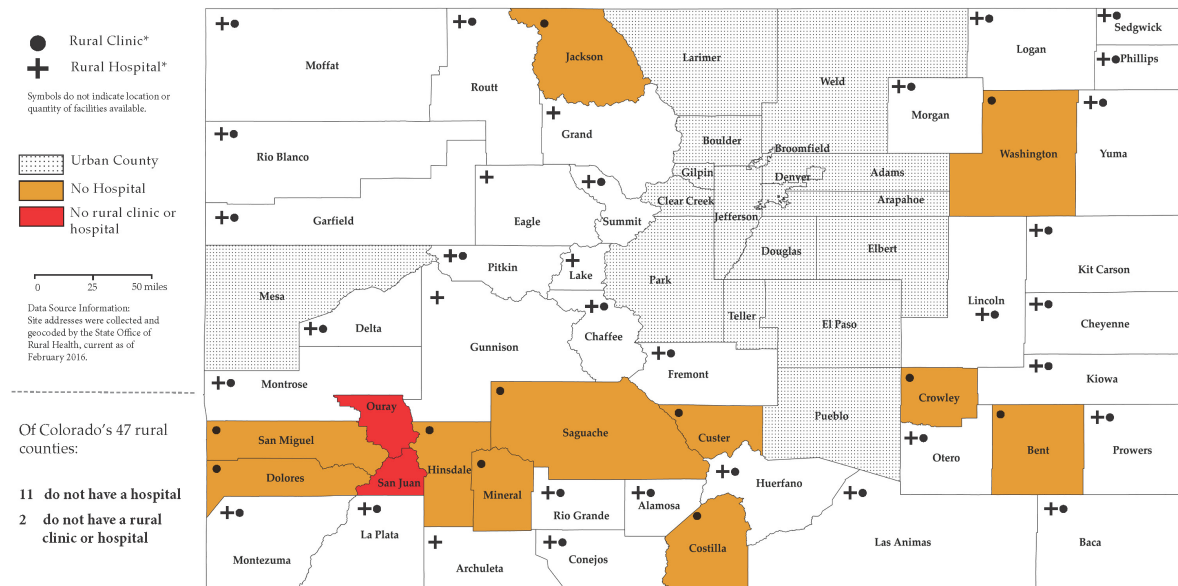
- 73% CO landmass is rural or frontier
- 750,000 people live in rural or frontier and this population is older than urban

PTs:

- Concentrated in urban areas



Rural Colorado: Access to Healthcare, 2017



Federal Legality

1. HIPAA & HITECH

- Same standards of security of PHI

2. Department of Veterans Affairs

- “Anywhere to Anywhere” Initiative

3. Medicare- no coverage for PT

- Can perform via private pay with ABN



Colorado Telehealth State Legality

1. CO PT Practice Act and CO PT Rules & Regulation
2. CO Telehealth Guidelines
3. HB17-1094: Insurance Parity
4. Healthcare Policy and Financing
CO Medical Assistance Act



CO PT Practice Act/Rules & Regulations

1. PT must hold CO license to practice under scope of PT Practice Act
 - Practice Act includes wellness and health coaching or consulting, therefore must practice under Practice Act
2. Patient must be in state of CO
 - Originating site= CO
3. CO PT Rules and Regulations
 - must comply



- <https://drive.google.com/file/d/0B-K5DhxXxJZbZWgxLW9sYWRwbEE/view>
- <https://drive.google.com/file/d/0B-K5DhxXxJZbcm5IN0dENnRoT2s/view>

PT Scope of Practice

(6) (a) (I) "Physical therapy" means the examination, treatment, or instruction of patients and clients to detect, assess, prevent, correct, alleviate, or limit physical disability, movement dysfunction, bodily malfunction, or pain from injury, disease, and other bodily conditions.

(II) For purposes of this article "physical therapy" includes:

(A) The administration, evaluation, and interpretation of tests and measurements of bodily functions and structures;

(B) The planning, administration, evaluation, and modification of treatment and instruction;

(C) The use of physical agents, measures, activities, and devices for preventive and therapeutic purposes, subject to the requirements of section 12-41-113;

(D) The administration of topical and aerosol medications consistent with the scope of physical therapy practice subject to the requirements of section 12-41-113;

(E) The provision of consultative, educational, and other advisory services for the purpose of reducing the incidence and severity of physical disability, movement dysfunction, bodily malfunction, and pain; and

CO Telehealth Guidelines

1. In-process guidelines being developed by CO State PT Board
2. Draft includes recommendations to comply with HIPPA
3. 2019 Target Effective Date



CO Insurance Parity: HB17-1094

1. Requires equal insurance reimbursement for TH services to person services
 - Copay, coinsurance, deductible are equal to in-person care
2. TH services must be HIPAA compliant
3. TH does not include telephone/text/fax only

*Does NOT require insurance plans



<https://leg.colorado.gov/bills/hb17-1094>



Consent

CO Medical Assistance Act: consent

1. The patient may refuse telemedicine services at any time, without loss or withdrawal of treatment;
2. All applicable confidentiality protections shall apply to the services;
3. The patient shall have access to all medical information from the services, under state law.

<http://www.cchpca.org>



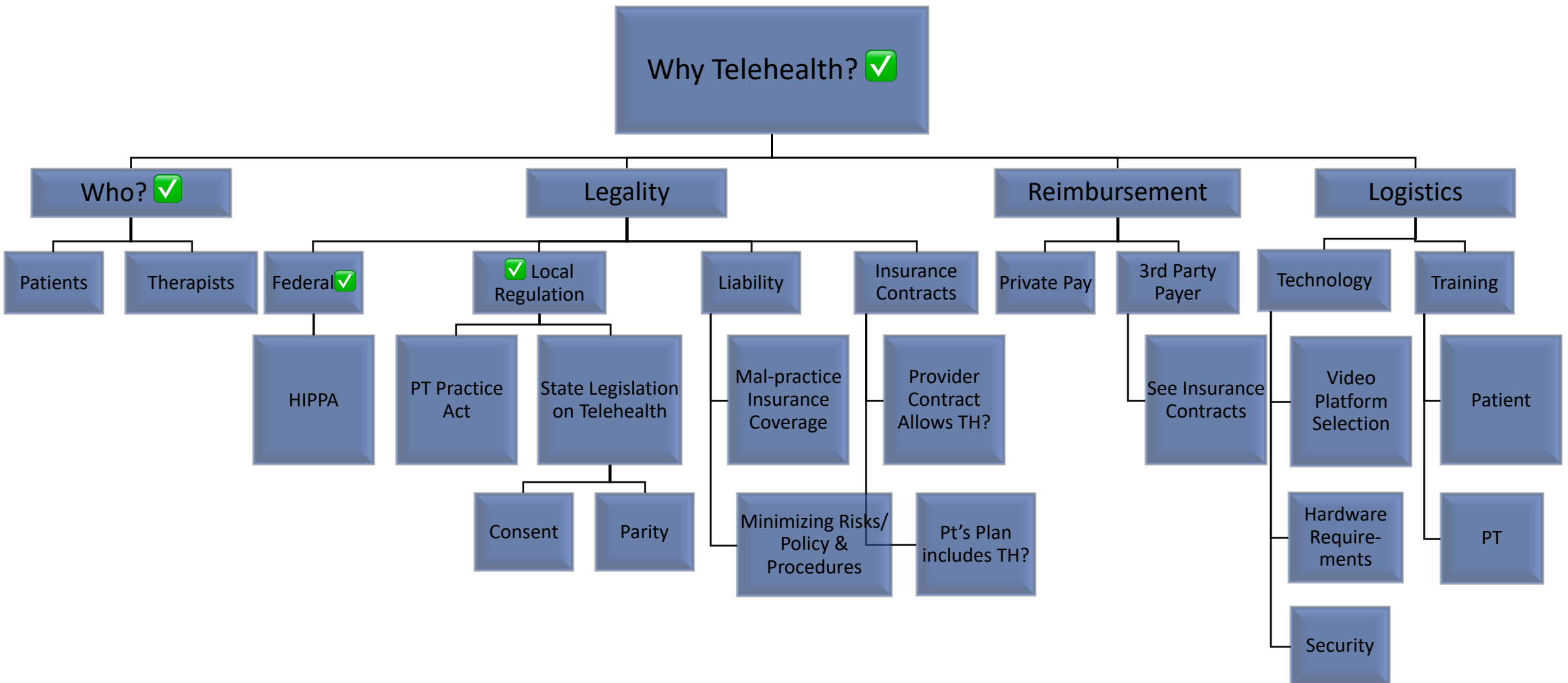
TELEHEALTH Implementation



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TH Implementation: Legality con't, Reimbursement, Logistics



Liability

1. Malpractice insurance coverage for TH
2. Mitigating risk:
 - Policy & Procedures
 - Pt screening
 - Safety concerns
 - Consent
 - Security
 - Privacy
 - Other?
3. Consult legal counsel



Mitigating Risk Con't

HIPAA specific: Technology

- Secure networks
- Audit logs and trails
- Use of secured devices
- Software updates, firewalls
- No storage of video transmissions
- Unique log-ins, passwords for provider
- Full encryption of data: video and email/text
- Must report security breaches (consider cyberliability insurance)



Mitigating Risk Con't

HIPAA specific: Procedural

1. Telehealth information in Notice of Privacy Practices
2. Business Associate Agreement
 - Video platforms
3. Treatment setting privacy
4. Sufficient training

<https://www.hhs.gov/hipaa/for-professionals/security/laws-regulations/index.html>



Sample Policy and Procedure

TH P&P Resource:

- <https://www.magmutual.com/learning/article/guidelines-telemedicine-policies-and-procedures-0>

Third Party Payer Contracts

1. Provider Insurance Contracts

- Does your Company's provider contract include or exclude TH as a service you can provide?



2. Patient's own insurance plan contract

- Does your patient's insurance plan include or exclude TH as a covered benefit?



Reimbursement

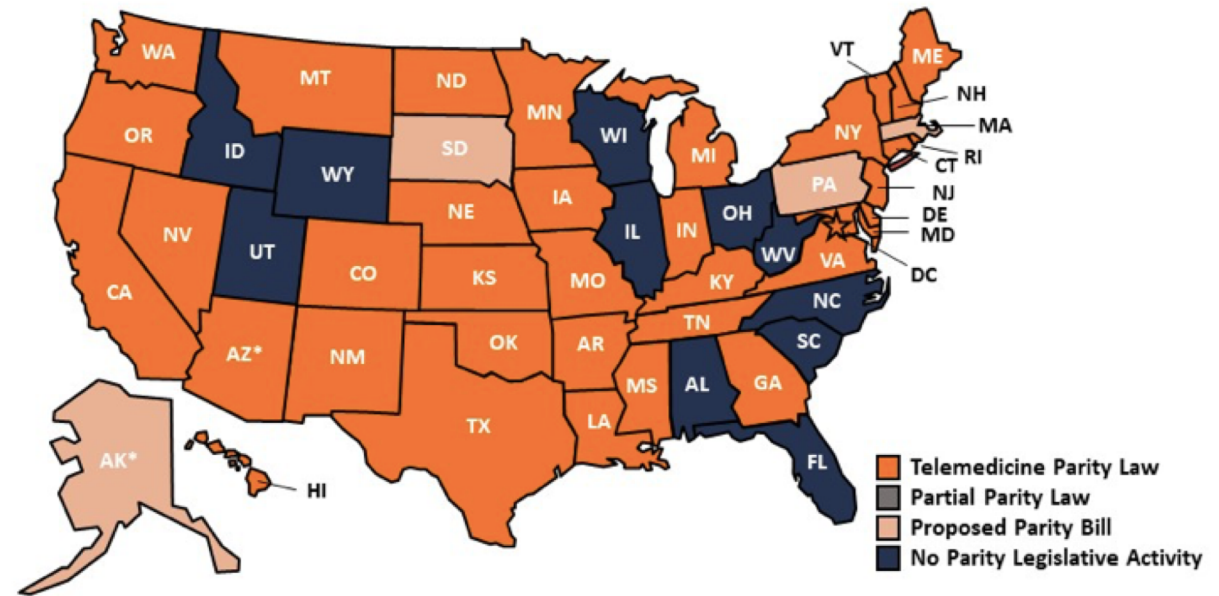
Who Pays?

1. Third Party Payer
2. Private Pay

How much?

1. Parity
2. Self pay rates

States with Parity Laws for Private Insurance Coverage of Telemedicine (2018)



States with the year of enactment: Alaska (2016)*, Arizona (2013)*, Arkansas (2015), California (1996), Colorado (2001), Connecticut (2015), Delaware (2015), Georgia (2006), Hawaii (1999), Indiana (2015), Iowa (2018), Kentucky (2000), Louisiana (1995), Maine (2009), Maryland (2012), Michigan (2012), Minnesota (2015), Mississippi (2013), Missouri (2013), Montana (2013), Nebraska (2017), Nevada (2015), New Hampshire (2009), New Jersey (2017), New Mexico (2013), New York (2014), North Dakota (2017), Oklahoma (1997), Oregon (2009), Rhode Island (2016), Tennessee (2014), Texas (1997), Vermont (2012), Virginia (2010), Washington (2015) and the District of Columbia (2013)

States with proposed legislation: In 2018, Alaska, Massachusetts, Pennsylvania, and South Dakota

*Coverage applies to certain health services.

Billing

1. Communicate with billing agency in advance
2. Eligible billing codes: Eval, GT, TE, NR (NOT TA or MT because they require direct patient care)
3. If you want to use other billing codes, need to check CPT language
4. Record on documentation: Place of Service (POS) 2
5. Write on billing sheet POS 2 under ICD 10 codes, this alerts the payer that the place of service for the patient was remote



Technology

1. Internet- provider and patient
2. Hardware:
 - Headset
 - Camera and audio
3. Software Platforms
 - Usability
 - integration
 - Quality/Reliability
 - Compliance/Security



TH Video Platforms

Company

Pricing

	Company	Website	Description	Pricing
1	Anywhere Healthcare	https://anywhere.healthcare/	Are you and you practice looking for a #HIPAA compliant video platform with scheduling, billing, ...	
2	Blue Jay Mobile Health	http://www.bluejayhealth.com/	We enable patient engagement through telehealth technologies to improve patient's compliance ...	http://www.bluejayhealth.com/pricing..
3	Clocktree	https://www.clocktree.com/	Offer video appointments in a secure, HIPAA-compliant platform.	https://www.clocktree.com/pricing
4	Coviu	https://www.coviu.com/	Video consultations for your business Transform you expert advice business with video consultat...	https://www.coviu.com/products/
5	Doxy.me	www.doxy.me	The simple, free & secure telemedicine solution®	https://doxy.me/pricing
6	Google Hangouts	https://hangouts.google.com/	Google Hangouts is a communication platform developed by Google which includes messaging, ...	Free
7	Neorehab	http://www.neorehab.com/	NeoRehab provides a clinically validated telehealth system for rehabilitation consultations. The e...	http://www.neorehab.com/pricing/
8	PHZIO	https://phzio.com/	Innovative Telehealth Programs for Employees. SAVE HOURS OF TIME AND GET THE PHYSICAL ...	https://phzio.com/pricing/
9	Thera-Link	https://www.thera-link.com/	thera-LINK is a secure video platform used by mental health professionals and their clients to co...	https://www.thera-link.com/pricing/
10	Videotherapy	https://videotherapy.co	We make physical therapy smarter, efficient and optimized	https://videotherapy.co/vt/pricing.php
11	Vsee	https://vsee.com	"The Only Complete Telehealth Platform To Fit Any Workflow Start doing telehealth today; config...	https://vsee.com/contactsales
12	Zoom	https://www.zoom.us/	Enterprise Video Conferencing and Web Conferencing	https://www.zoom.us/pricing
13	Cyno	https://cyno.ca/	The Cyno telephysio platform enables clients to connect with your physiotherapy services anywh...	https://cyno.ca/pricing

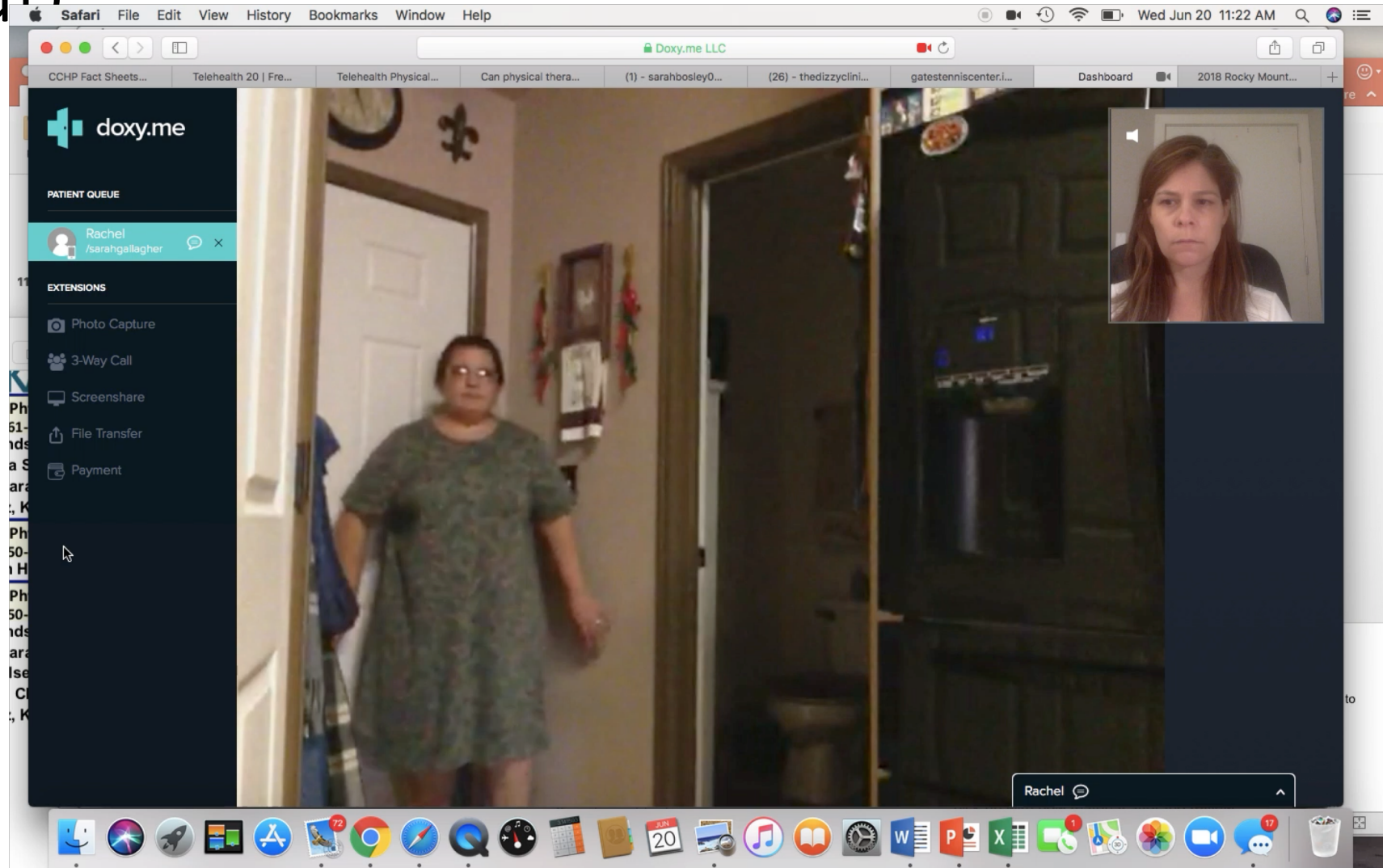
TH Session Set Up

Set up session:

- Lighting
- Cameras
- Location
- Professionalism
- Instruct patient how to log in
- Test session
 - Set up settings ie- waiting room, profile pic, alerts
- Added apps- goni. measures



Set up



Training

1. Physical Therapist:
 - Patient selection and education of patient
 - Technology
 - Competency
 - P&P
2. Patient:
 - Technology
 - Barriers



Documentation Recommendations

Recommendations:

- Document services were provided via TH
- Reason for performing session via TH
- Provider location
- Patient location
- Names of participants in session and their role
- Assessment: limitations/barriers, patient appropriateness for telehealth
- Documentation stored at distant site

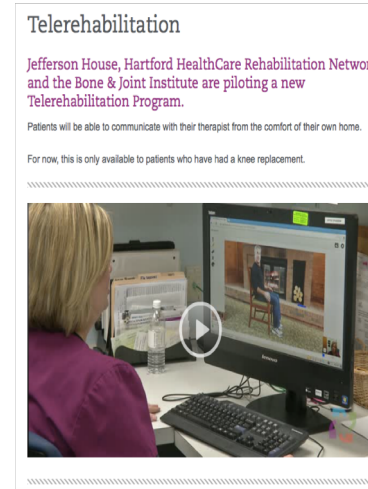


Sample Steps for Initiating TH with a Patient

1. Select appropriate patient (Who)
 - Meets screening criteria
 - Insurance coverage?
2. Discuss TH with Patient
 - Consent/Disclosure
4. Patient learns how to join video
5. PT performs a test/competency
6. Schedule session



Case 1: TKR



John Doe is a 65-year-old man with s/p TKR x 3 weeks seen in your outpatient PT practice. He is traveling to visit his grandkids in the southern part of the state for few weeks. He would like to continue his PT visits via telehealth.

1. Informed consent: conduct a face-to-face visit to determine appropriateness for telehealth? If not, what do you recommend?
2. Technical requirements: is the real-time video necessary? Is store-and-forward (photo) or phone call same as telehealth? Is an email communication enough?
3. Conducting telehealth visit: If you are conducting a real-time video conference, what is necessary? HIPAA? Privacy?
4. Documentation: what should be in your documentation? Who should document? When?
5. Reimbursement/Liability: is there payment for private payer? Medicare? Medicaid?

Practice: Brainstorm interventions, then practice performing them live with a partner.

Case 2: ACL

Patient is a 62 year old female who was in a skiing accident in April 2018 which resulted in an R ACL tear. She had her ACL repaired in May and began physical therapy in an outpatient clinic near her home in Frisco, CO. Her daughter stayed with her for 2 weeks after surgery. She is retired and lives alone.

She would like to continue therapy in order to prepare her to return to skiing this winter. However, she won't be cleared to drive for 6 weeks and she is concerned about the cost of a taxi. Therefore, she requested after 2 weeks of therapy that she is provided with exercises to do on her own to complete her recovery on her own.

1. Is this patient appropriate for TH treatments?
2. Regulations: Is this patient eligible for TH treatments?
3. Reimbursement: How to determine who will pay and how much to charge?
4. Technology: What is needed to perform the TH sessions?
5. Billing: What needs to be documented and how to bill?

Practice Interventions:

- What interventions would be appropriate for this patient?
- How can we perform them via telehealth? Are modifications needed?



Colorado Resources

- CO PT Practice Act & CO PT Rules & Regulation
 - <https://drive.google.com/file/d/0B-K5DhxXxJZbZWgxLW9sYWRwbEE/view>
 - <https://drive.google.com/file/d/0B-K5DhxXxJZbcm5IN0dENnRoT2s/view>
- CO Parity
 - <https://leg.colorado.gov/bills/hb17-1094>
- Healthcare Policy and Financing CO Medical Assistance Act
 - <http://www.cchpca.org/co-state-law-consent>

TH Resource Links

TH Resources:

- <http://www.cchpca.org/jurisdiction/colorado>
- <http://www.americantelemed.org/home>
- <https://www.telehealthresourcecenter.org/guides-checklists-templates/>

HIPAA:

- HSSSecuritySeries: <https://www.hhs.gov/hipaa/for-professionals/security/guidance/index.html>
- HIPAASecuritySeries: <https://www.hhs.gov/sites/default/files/ocr/privacy/hipaa/administrative/securityrule/smallprovider.pdf?language=es>
- HSSSecurityRiskAssessmentTool: <https://www.healthit.gov/topic/privacy-security-and-hipaa/security-risk-assessment>
- YourMobileDeviceandHealthInformationPrivacyandSecurity: <https://archive.healthit.gov/providers-professionals/your-mobile-device-and-health-information-privacy-and-security>
- HIPAABasicsforProviders: <https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/HIPAAPrivacyandSecurityTextOnly.pdf>

TH P&P:

- <https://www.magmutual.com/learning/article/guidelines-telemedicine-policies-and-procedures-0>