

Telemedicine

Ken Payne

VP, Network Performance

Medical Mutual

Telemedicine Definition and Concepts

Telemedicine is an umbrella term for clinical services performed at a distance

- Asynchronous
 - At-home Monitoring
 - Tele-radiology
- Synchronous
 - ICU monitoring
 - Virtual Visits
 - Specialist consults

Refers to the method for delivering care

- Not a service in and of itself
- Not a specific type of service

Telemedicine Definition and Concepts

Encounter	Patient Location	Service Type
Live interaction (e.g., video, phone)	Healthcare facility (e.g., hospital, office)	Individually coded services
OR	OR	OR
Store and Forward	Non-Facility	Monitoring and management

The Promise and the Pitfalls

Holds some promise

- Improved access to care
- Move people to appropriate setting
- Potential reduction in cost
 - Reduction in Admissions, ER, Urgent Care and Office Visits
- Telemedicine lower cost service, generally

Potential Pitfalls

- May create new demand, not replace higher cost services
- May increase utilization (e.g., Rx)
- Care fragmentation

Medical Mutual's Approach

Administration

- Technical systems ready to efficiently administer telemedicine services
- Administering benefit for ASO customers that have engaged with third party vendors

Coverage

- Certificate language covering Telemedicine approved by ODI
- Begin covering telemedicine services on a limited basis in Q2 2016

Roll out

- Organic approach
- Carefully considering on a provider-by-provider basis