

# Telemedicine in Community Health Centers

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# Overview

What is a CHC and a PCA?

Current landscape

Challenges for implementing telemedicine

Telemedicine at AUCH

Q & A

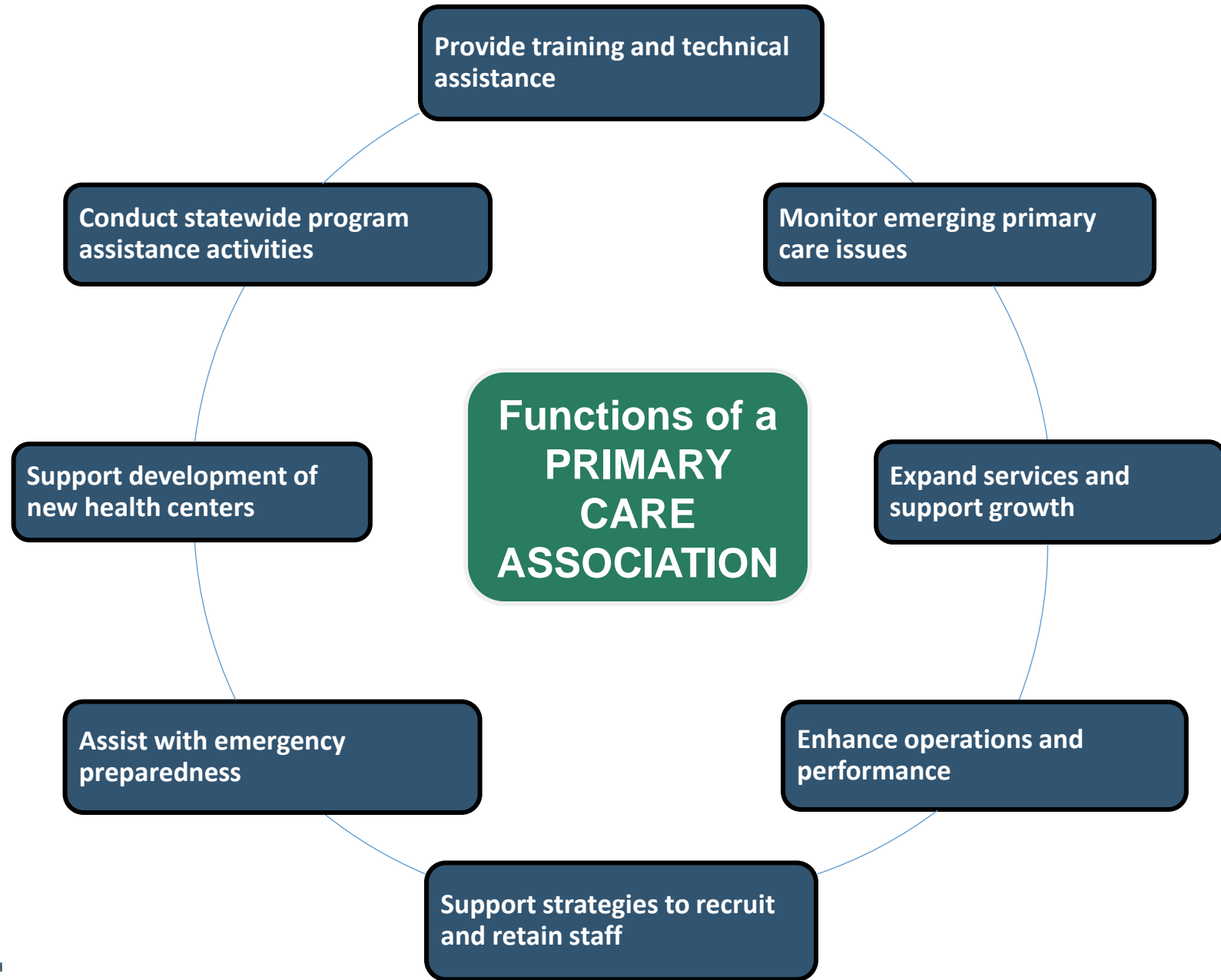
# What is a Primary Care Association?

Authorized by Section 330(l) of the Public Health Service Act **to provide necessary technical and non-financial assistance to potential and existing health centers.**

# What is a Primary Care Association?

Responsibilities continued:

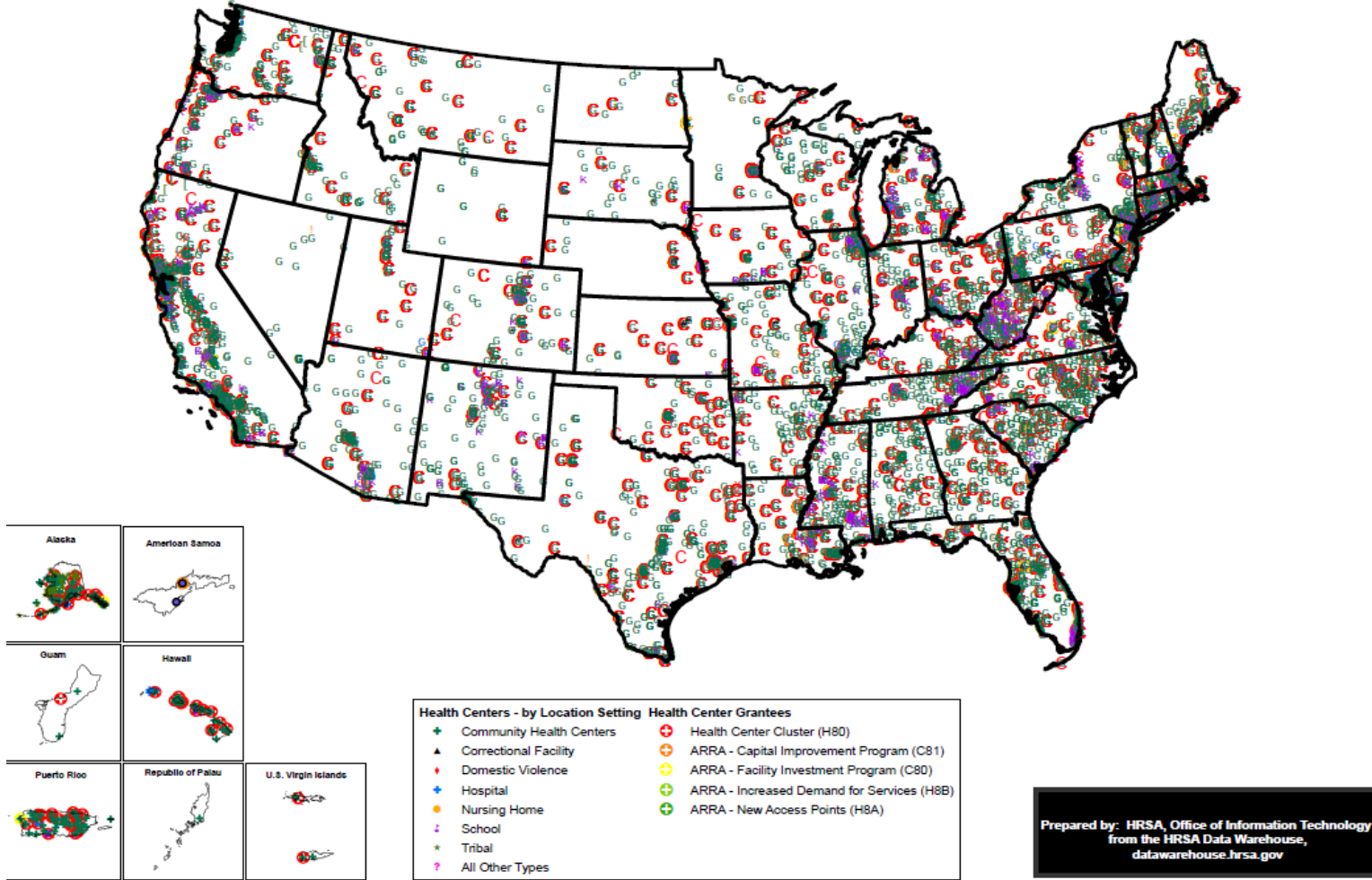
- Expand services and support growth
- Enhance operations and performance
- Support strategies to recruit and retain staff



# What is a Community Health Center?

Health centers are non-profit private or public entities that serve designated medically underserved populations/areas or special medically underserved populations comprised of migrant and seasonal farm workers, the homeless, or residents of public housing.

# National Health Center Grantees and Sites



# What is a Community Health Center?

Private, charitable, tax-exempt nonprofit organization OR public entity through a direct or co-applicant arrangement

Must serve a medically underserved area (MUA) or medically underserved population (MUP) designated by DHHS

Open to all, regardless of insurance status.

Offers a sliding fee discount that adjusts according to family income and a patient's ability to pay for families at or below 200% of Federal Poverty Level (FPL).



# What is a Community Health Center?

- Community-based and patient-driven health care homes that serve populations with limited access to health care.
- Provide high quality, affordable primary care and preventive health care services regardless of insurance status.
- Serve as a part of the health care safety net, with a mission to ensure access to quality care for the underserved (economically and geographically).

# What is a Community Health Center?

Held to strict accountability and performance measures for clinical, financial and administrative operations by HRSA

Have a governing board, the majority – at least 51% – of whose members are patients of the health center

Comprehensive healthcare and related services based on the needs of the community

# What is a Community Health Center?

## Required services:

Primary Health Care

Dental Care

Behavioral Health

Pharmacy

Basic Lab

Emergency Care

Radiological Services

Transportation

Case Management

After Hours Care

Hospital/Specialty Care

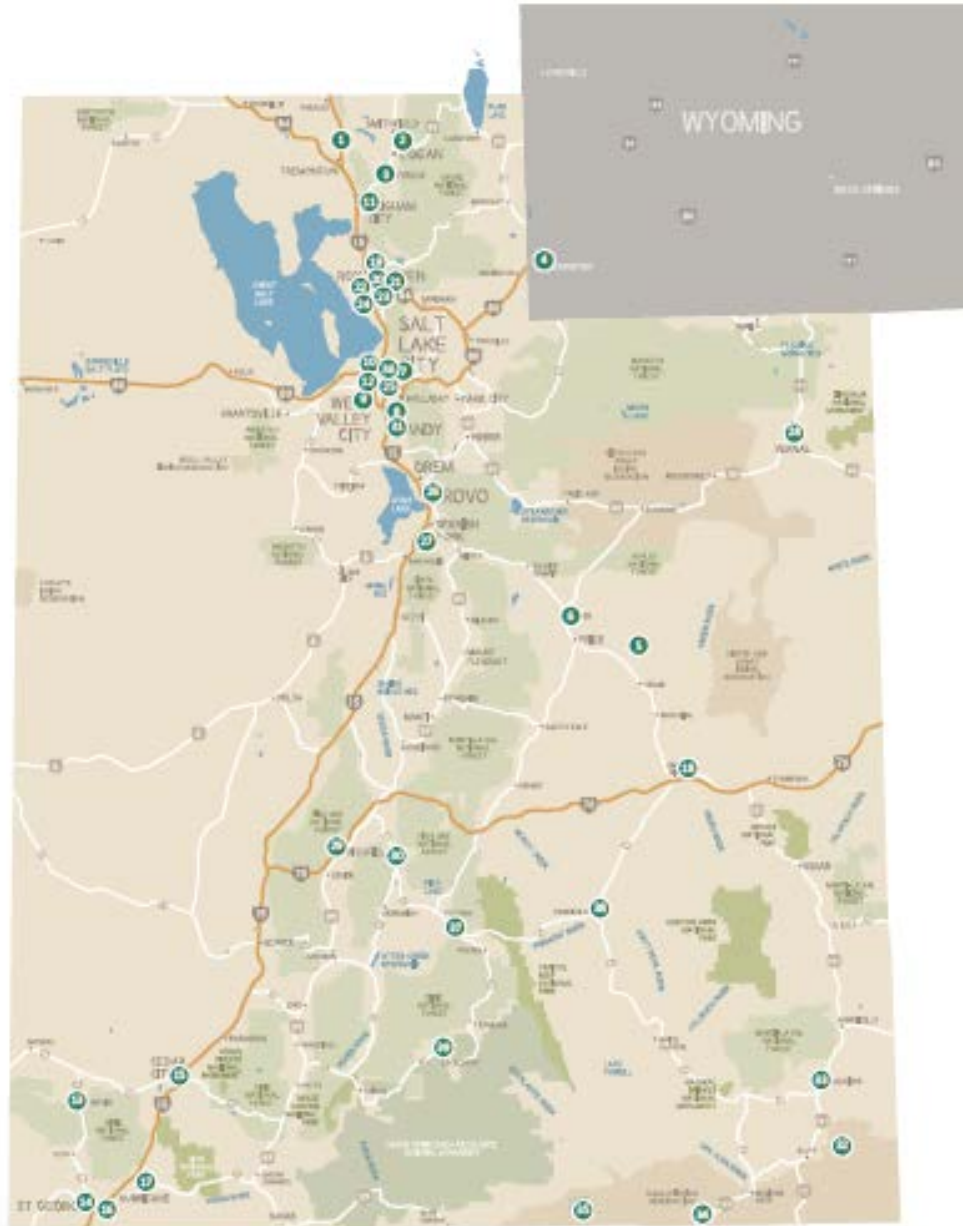
Translation Services



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# Utah's CHCs



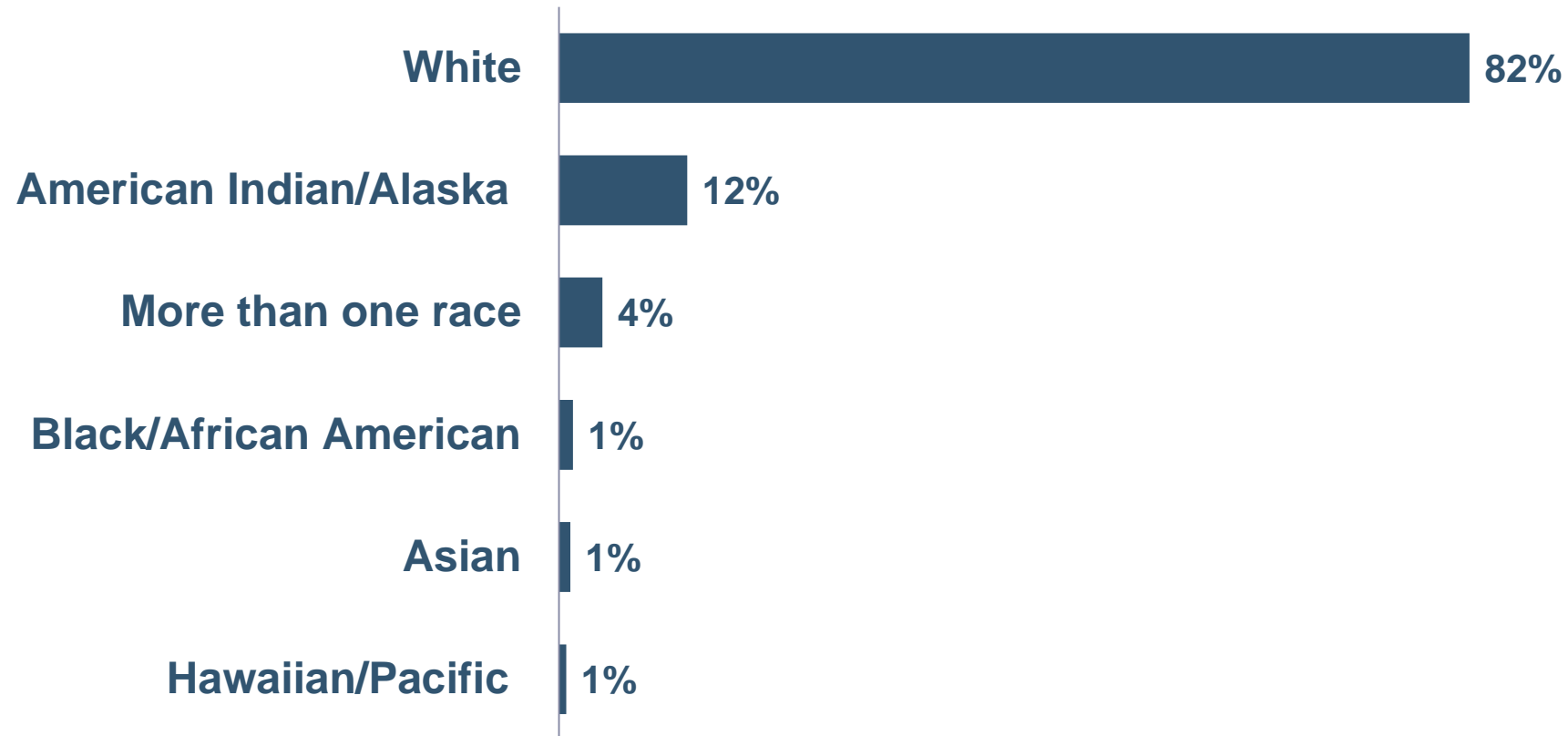
# Health Centers in Utah, 2013

<b>SITES</b>	<b>NATION*</b>	<b>UTAH</b>	<b>UT-RURAL</b>	<b>UT-URBAN</b>
<b>TOTAL GRANTEES</b>	1,198	13	7	6
<b>TOTAL SITES</b>	9,329	39	21	18
<b>PATIENTS</b>	<b>NATION*</b>	<b>UTAH</b>	<b>UT-RURAL</b>	<b>UT-URBAN</b>
<b>TOTAL PATIENTS</b>	21,102,391	115,410	32,415	82,995

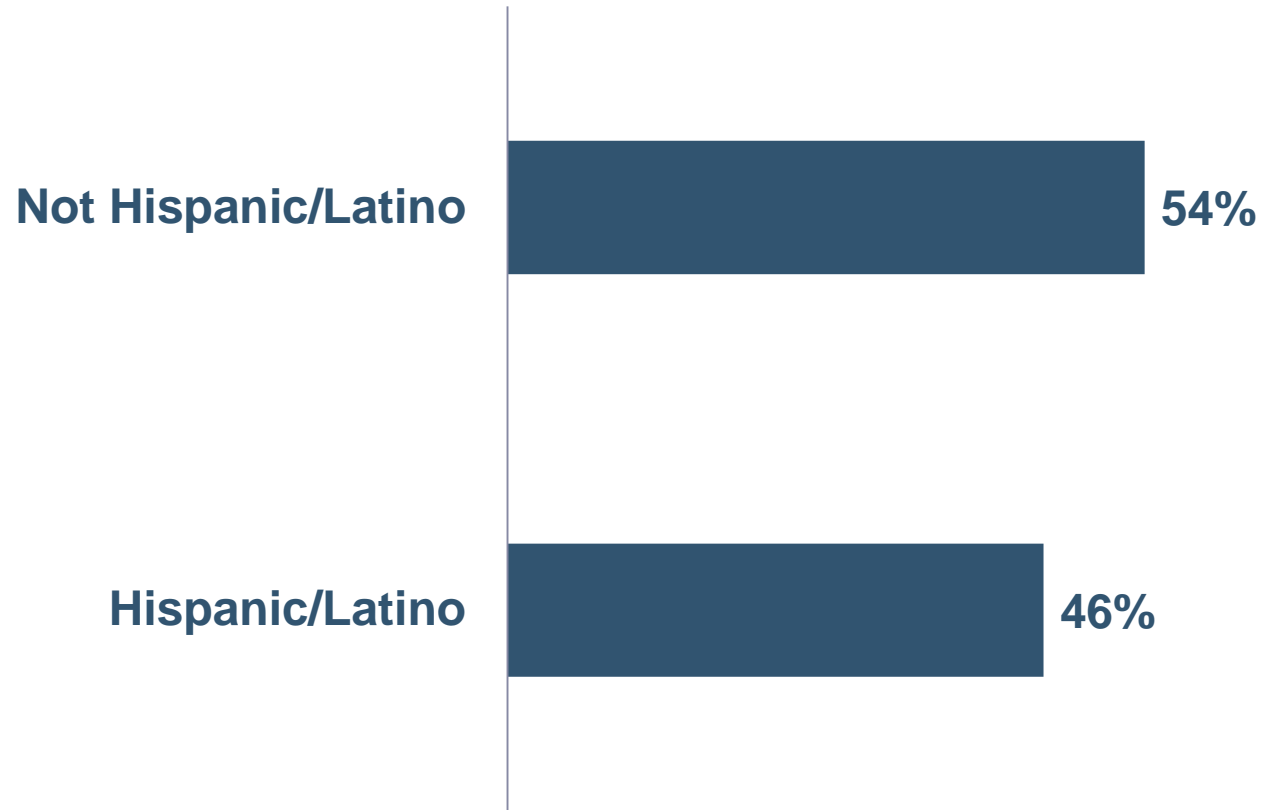


<b>ENCOUNTERS</b>	<b>NATION*</b>	<b>STATE</b>	<b>RURAL</b>	<b>URBAN</b>
<b>MEDICAL</b>	59,846,057	293,004	95,692	197,312
<b>DENTAL</b>	10,692,278	43,402	21,052	22,350
<b>BEHAVIORAL HEALTH</b>	6,285,014	16,709	6,264	10,445
<b>VISION</b>	503,800	594	0	594
<b>OTHER PROFESSIONAL</b>	1,280,525	5,684	5,493	191
<b>ENABLING SERVICES</b>	5,158,479	24,322	0	24,322
<b>TOTAL</b>	83,766,153	373,715	128,501	255,214

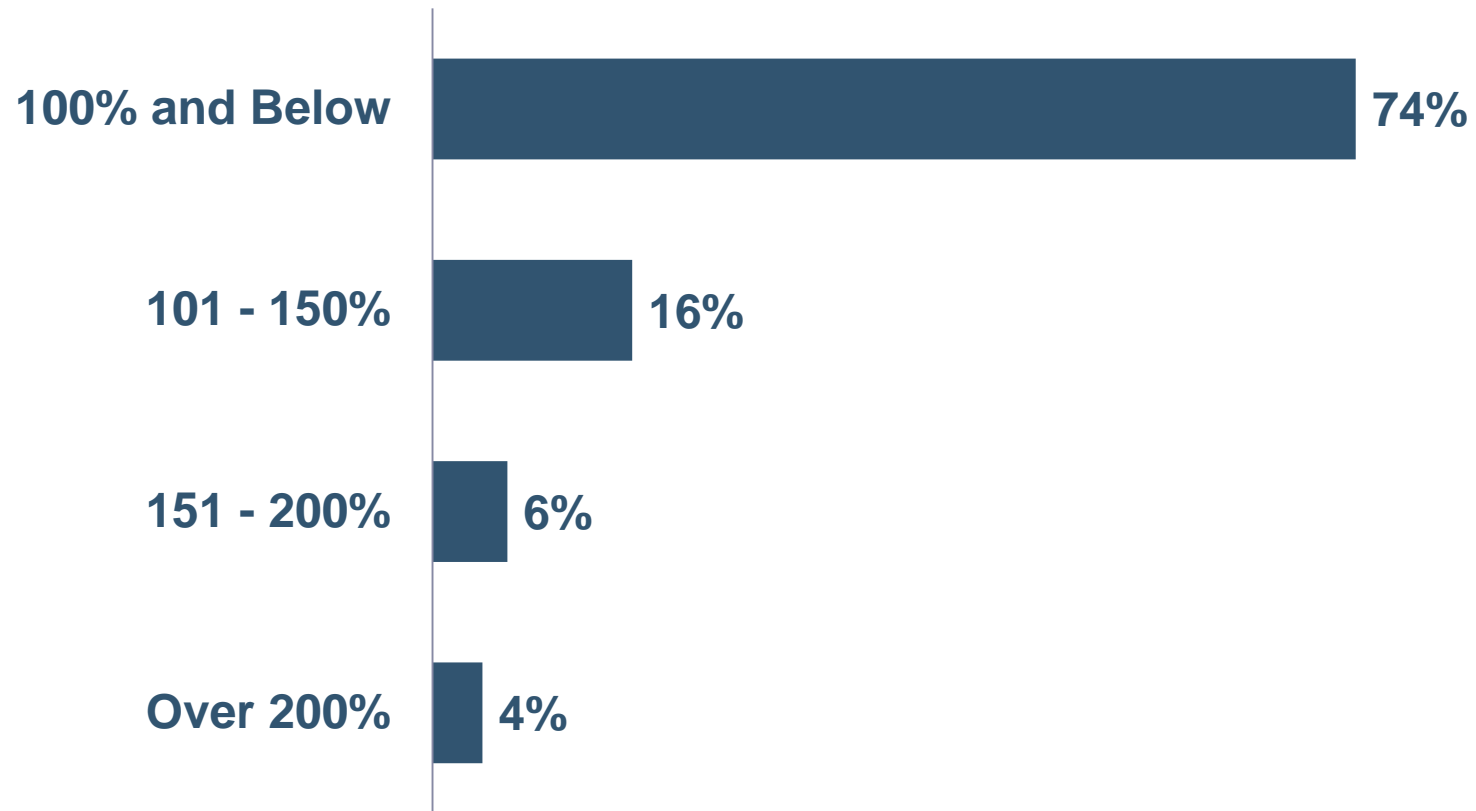
# Patients by Race, 2012



# Non- Hispanic/Latino vs. Hispanic/Latino, 2012

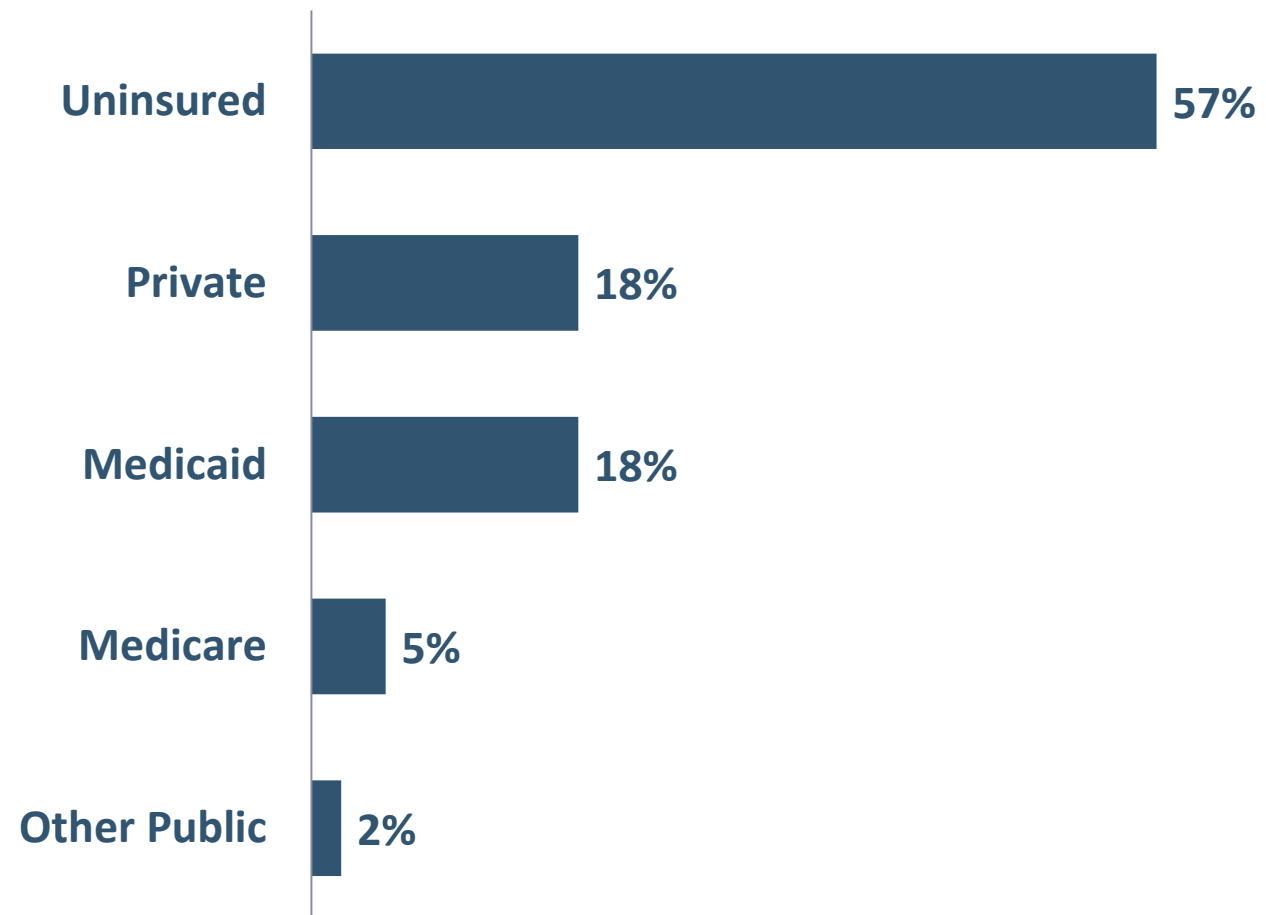


# Patients by Poverty Level, 2012





# Patients by Insurance Status, 2012



# Current Landscape in Community Health Centers

Lots of movement in healthcare

- Patient-Centered Medical Home Indicatives (PCMH)
- Meaningful Use
- Accountable Care Organizations (ACO)
- Affordable Care Act – Outreach and Enrollment (O&E) activities

# Current Telemedicine Landscape in Community Health Centers

## Resources

- NACHC's Telemedicine Page
  - <http://www.nachc.com/Telemedicine.cfm>
- FQHC Reimbursement for Telemedicine Services in Medicaid
  - <http://www.nachc.com/client//Telemedicine%20%20SPR482.pdf>

## Funding Opportunities

- HRSA-14-110 “Mental Health Service Expansion – Behavioral Health Integration Grant, Due mid-March

# Challenges

Reimbursement

Balancing federal requirements

Serving underserved populations with limited funds

# Telemedicine at AUCH

Dedicated staff position for 10+ years (unique)

Innovative leadership

Long-term relationship with the Utah Telehealth Network

Expanding telemedicine services and programs

# Telemedicine at AUCH

Retinal Screening/Teleophthalmology (store-and-forward)

Teledermatology – *coming soon!* (store-and-forward)

Project ECHO (provider-to-provider eConsult)

Telebehavioral/mental health (clinic level)

Medical Spanish for Healthcare professionals

Telepharmacy (clinic level)



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# Telemedicine at AUCH

## Teleradiology

- \*Diabetes Education for Patients (English and Spanish)
  - \*Remote Monitoring
  - \*Text-messaging platforms
- \* Currently not active programs, but will be started up again.

# Non-clinical telehealth services at AUCH

Trainings and Technical Assistance

Peer learning groups (5-6)

Basic Medical Spanish Course, for Healthcare Providers (8-week course)



# Technology used at AUCH

Connected to the Utah Telehealth Network (polycom)

Adobe Connect (webinars and peer groups)

AUCH Telemedicine Platform, released December 2013

[www.auchtelemed.org](http://www.auchtelemed.org)

# AUCH's Telemed Platform - Teleophthalmology

HIPAA compliant

Security certified

7-year storage

An organization can create multiple log-ins



Accounts



Retinal



Dermatology



Reports

### Welcome

Welcome to the AUCH Telemedicine Portal. This web application is used to facilitate having our providers review dermatology and retinal issues from the photos our clinics provide to them. Your options are determined by your user type and you may select the icons in the left bar to get started! recommended browser: Firefox 14

### Admin Message

This portal is currently under heavy construction. Feel free to do whatever you'd like, but don't be surprised if it doesn't work quite right. :) If you really want to voice a concern or request, please email [mark@intercompute.com](mailto:mark@intercompute.com) or call Aaron at 801.802.8080. Thanks! Screenshots and arrows are always helpful when reporting issues. Use ALT - PRINTSCREEN on your computer to take a screenshot, and then paste into Microsoft Word. You can then attach the document to your email. PDF will work too.

Built to support  
retinal and telederm  
programs.



# AUCH's Teleophthalmology Program

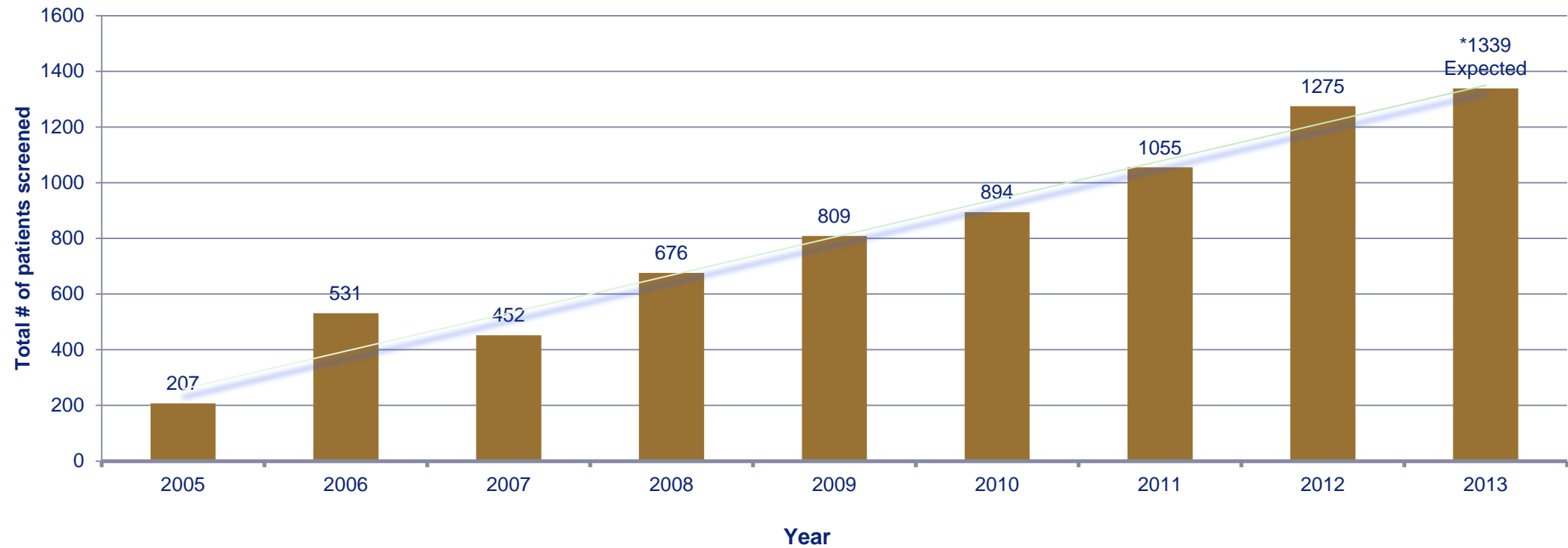
11 retinal cameras

1 retinal provider (reader)

10 year anniversary (2014)

Annual refresher courses for photographers

# Retinal Screening Program



# Community Health Centers- Funding and Finances

- **Self-Pay** - Uninsured patients below 200% of the Federal Poverty Level (FPL) pay on a sliding fee scale based upon annual income and the ability to pay. Documentation of income is required.
- **Medicaid/CHIP/Medicare** – Prospective Payment System (PPS). A reimbursement mechanism roughly based upon the cost of a patient encounter. Rate is adjusted yearly by Medicare Economic Index (MEI).
- **Private Insurance** – Accepted just like private practices.
- **Federal Grant** – Provision of primary and preventive health care services for the uninsured.
- **Community Support** – Corporate, philanthropic and individual support.

# Contact Information

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# Questions