

Keeping Up With the Demand for Behavioral Health Services Using Telehealth

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Objectives

- Learn about behavioral health services that are being delivered through telehealth
- Hear Essentia Health's perspective of their use of telehealth
- Explore future telehealth trends

2019 Behavioral Health Telehealth Environmental Scan

- Focus: learn how MN is currently using telehealth to deliver mental health services
- Sent out to 15 large health systems
- Received information back from 13
 - Nine offer telehealth behavioral health services

Behavioral Health Visit Numbers

- Visit volumes reported – from health systems
 - 337 visits/month in 13 MN locations (8 rural)
 - 550 visits/month in 12 locations (7 rural)
 - 250 visits/month in 18 hospitals
 - 415 visits/month in 40 hospitals (17 rural)
 - 100 visits /month in 10 rural sites
 - 450 visits/month
 - 1000 visits/month 19 facilities
- Visit volumes generally show annual increases

Uses in Mental Health

- Mental health assessments
- Referral and crisis in ED
- Access to nurse
- Crisis assessments
- Inpatient
- BH urgent care
- Counseling and consultation
- Primary Care Clinics
- Schools
- Home/residential
- Long term care

What influenced your decision to use telehealth

- Long waits
- Increased demand
- Standardize care across system
- Covers MD shortages (LOA, vacations, etc.) where we would have otherwise needed to suspend service
- Access in rural areas
- Consumer demand
- Patient feedback
- Expand access to crisis services

Telehealth Benefits

- Growth potential larger without bricks and mortar
- Financial benefit to staff 24/7 in one location for multiple hospitals
- No difference in satisfaction surveys (some actually preferred telehealth)
- Cost for personnel and technology can be shared across multiple sites



Challenges

- Varying degrees of reimbursement issues
- Documentation requirements
- Credentialing for providers
- Staffing across state lines

Contact Information

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One Mission, *We are called to make a healthy
difference in people's lives.*



The Heart of High Reliability
for our Patients

Right Care, Every Patient, Every Time, Everywhere

One Essentia

Essentia Health Tele Psychiatric and Behavioral Health Services

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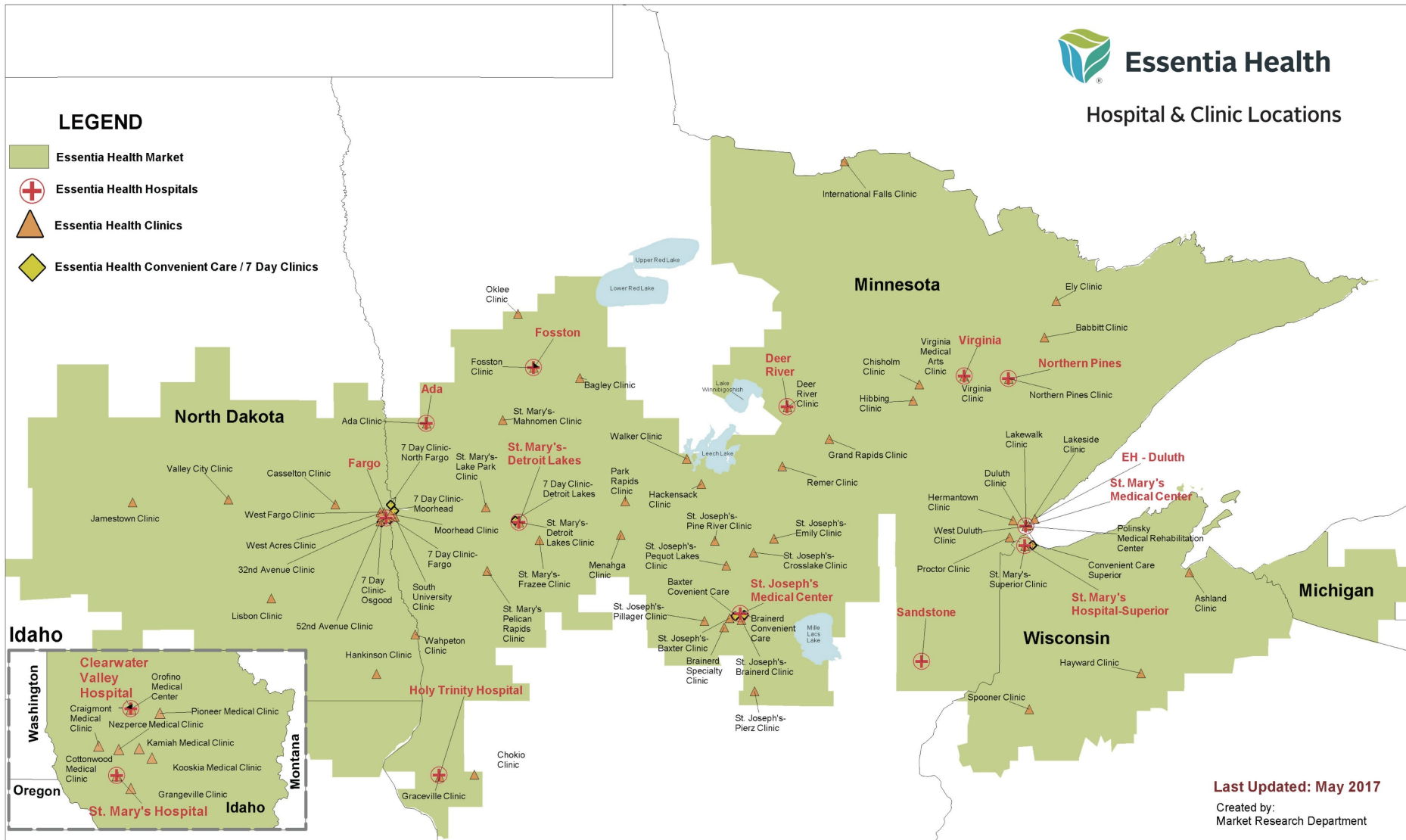
- MN, WI and ND



Hospital & Clinic Locations

LEGEND

-  **Essentia Health Market**
-  **Essentia Health Hospitals**
-  **Essentia Health Clinics**
-  **Essentia Health Convenient Care / 7 Day Clinics**



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Created by:
Market Research Department

11 Hospital-based telehealth programs

- **Emergency Room Rural ER to Duluth/Fargo ER**
- **Pediatric ER & Pharmacist**
- **Stroke Care**
- **Toxicology ER**
- **Neonatology ER/OB NICU to home**
- **Hospitalist Tele-Sitter**
- **Behavioral Health**
- **Infectious Disease**
- **Diabetes Education**
- **Discharge Med Counseling**

31 Outpatient-Based Telehealth Services

Allergy

Audiology – Infant Diag Testing

Behavioral Health

Cardiology – (CHF, EP)

Chronic Pain Management

Diabetes Education

Dietitian Services

Elder Care - LTC

Gastroenterology

Genetic Counseling

Gestational Diabetes

Home (Remote) Monitoring

Infectious Disease

Integrative Health

Medical Weight Loss

Medication Therapy Mgmt.

Neonatology

Nephrology

Occupational Health

Oncology

Opioid Tapering

Podiatry – Wound Care

Psych – Child and Adult

Pulmonology

Research Trials

Sleep Medicine

Speech Therapy

Stroke Care

Urgent Care - Direct

Consumer

Urology

Vascular Wound Care

Telehealth Business Models

- Internal – Provide telemedicine to only owned/operated facilities
- External – offer programs only externally, (stroke, psych)
- Hybrid – combines internal/external elements and brings outside tele-services in as needed (Essentia Health). Allows for nationwide expertise, access to specialists, best in state or region, community-based partners

Partnerships Developed to Meet Demands

- Northwest Mental Health Center–Crookston connects in person and virtually to EH Fosston Clinic for clinic crisis care and ER needs; Ada Clinic also served if driving restricted on scheduled day on site.
- Rural Psychiatric Associates-Grand Forks connects to EH Park Rapids and Detroit Lakes Clinics. Offers LTC services in MN and ND, too (MD, NP, LICSW).
- EH Duluth Clinic Child Psychiatrist supports FNP's at Baxter Clinic.
- Psychiatrist MD from Minot ND provides clinic visits to two EH clinics in ND, all ages.
- Psych visits for current FY at Essentia Health projected to be 250. Services in place over last 5 years.

Telemedicine Reimbursement

- Psychiatric Shortage Areas – Federally designated based on provider to population ratios, takes precedence over geographic restrictions, such as MSA that are not covered by Medicare. (Look up on MDH website – Office of Rural Health.)
- Medicare eligible providers for psych telemedicine services: MD/DO, Psych NP, Psych CNS, Psychologist, LICSW. Medicare eligible sites: clinics, hospitals, LTC, mental health centers.
- MN MA eligible providers are all licensed health care professionals (except doulas and athletic trainers). Any site allowed including DTC.
- All MN commercial carriers are required to pay for telemed services as of 2015 MN law.
- Initial and follow up care including med management codes, paid the same as in person visits. Provider must be licensed in state where patient is. Only secure interactive video conferencing reimbursable.
- Rural location reimbursement by Medicare for Facility Fee Q3014-\$30, MN MA does not pay this.

Into the Future

- More psych providers working from home – will increase supply.
- More psych telehealth companies using assigned billing rights agreements.
- Medicare rules need updated re: additional sites of service, lifting geographic restrictions within Metropolitan Statistical areas (MSA).
- Fast growth in Direct to Consumer (VA model), Concierge medicine.
- Additional sites will become common place: schools, group homes, jails, prisons, homes, more inpatient use, more LTC use.
- Mental Health Care Homes – medical clinics and mental health centers will collaborate closer, schedule consecutive appointments and share EMR.

Questions and Contact Information

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