Telemedicine in Community Health Centers

By Libbey Chuy, MPH
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Association for Utah Community Health
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(I) 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
Functions of a PRIMARY CARE ASSOCIATION

- Provide training and technical assistance
- Monitor emerging primary care issues
- Expand services and support growth
- Enhance operations and performance
- Support strategies to recruit and retain staff
- Assist with emergency preparedness
- Conduct statewide program assistance activities
- Support development of new health centers
- Conduct statewide program assistance activities
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

[Map showing the distribution of Health Center Grantees and Delivery Sites across the United States]
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
Utah’s CHCs
## Health Centers in Utah, 2013

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<tr>
<th>SITES</th>
<th>NATION*</th>
<th>UTAH</th>
<th>UT-RURAL</th>
<th>UT-URBAN</th>
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</thead>
<tbody>
<tr>
<td>Total Grantees</td>
<td>1,198</td>
<td>13</td>
<td>7</td>
<td>6</td>
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<td>Total Sites</td>
<td>9,329</td>
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<table>
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<td>21,102,391</td>
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<td>Medical</td>
<td>59,846,057</td>
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<td>Dental</td>
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<td>21,052</td>
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<td>Behavioral Health</td>
<td>6,285,014</td>
<td>16,709</td>
<td>6,264</td>
<td>10,445</td>
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<td>Vision</td>
<td>503,800</td>
<td>594</td>
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<td>594</td>
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<tr>
<td>Other Professional</td>
<td>1,280,525</td>
<td>5,684</td>
<td>5,493</td>
<td>191</td>
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<td>Enabling Services</td>
<td>5,158,479</td>
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<tr>
<td>Total</td>
<td>83,766,153</td>
<td>373,715</td>
<td>128,501</td>
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Patients by Race, 2012

- White: 82%
- American Indian/Alaska: 12%
- More than one race: 4%
- Black/African American: 1%
- Asian: 1%
- Hawaiian/Pacific: 1%
Non- Hispanic/Latino vs. Hispanic/Latino, 2012

- Not Hispanic/Latino: 54%
- Hispanic/Latino: 46%
Patients by Poverty Level, 2012

- 100% and Below: 74%
- 101 - 150%: 16%
- 151 - 200%: 6%
- Over 200%: 4%
Patients by Insurance Status, 2012

- Uninsured: 57%
- Private: 18%
- Medicaid: 18%
- Medicare: 5%
- Other Public: 2%
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)
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
AUCH’s Telemed Platform - Teleophthalmology

HIPAA compliant
Security certified
7-year storage
An organization can create multiple log-ins
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

![Graph showing the total number of patients screened from 2005 to 2013. The number of patients screened increases each year. The expected number for 2013 is 1339.]
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