CREATING CONNECTIONS STRATEGIC PLAN

Moving Toward Telehealth Services for Children with Autism and Other Developmental Disabilities

Prepared by Washington State Department of Health Staff

DOH **350-029** December 2018

For people with disabilities, this document is available on request in other formats.
To submit a request, please call 1-800-525-0127 (TDD/TTY 711).

Introduction

The Washington State Department of Health's Children and Youth with Special Health Care Needs (CYSHCN) Program has been working through the Autism Spectrum Disorders and Other Developmental Disabilities grant, referred to as "AS3D," to improve access to coordinated, comprehensive systems of services to ensure early diagnosis and entry into services for children with autism spectrum disorders and other developmental disabilities (ASD/DD) in the state. The grant focuses on medically underserved and rural populations.

Telehealth offers an opportunity to increase the number of children with autism spectrum disorders and other developmental disorders (ASD/DD) who receive needed diagnostic evaluations and support services, including applied behavior analysis (ABA) intervention. In order to increase access to telehealth for children with autism and other developmental disabilities, we need to build telehealth capacity across the state, through consumer and provider engagement and education; building telehealth infrastructure; and ensuring that policies, including those related to billing and reimbursement, address telehealth.

Purpose of Strategic Plan

In 2017, the AS3D Initiative at Washington State Department of Health reviewed Medicaid coverage and state laws and rules; coordinated a telehealth ad hoc committee of statewide stakeholders; and conducted a provider capacity assessment, a family and caregiver survey, and key informant interviews with a variety of providers (e.g., psychologists, physicians, ABA providers and behavioral technicians) to better understand the current telehealth landscape and potential barriers providers and caregivers may face to using telehealth for health care delivery. The report, *Creating Connections: Addressing the Needs of Children with Autism and Other Developmental Disabilities Using Telehealth*, highlighted a series of recommended action steps to move us toward successful implementation of telehealth services.

Based on the information gathered during the AS3D Capacity Assessment, DOH developed this strategic plan, *Creating Connections Strategic Plan: Moving toward Telehealth Services for Children with Autism and Other Developmental Disabilities*. This strategic plan represents a systems approach to increasing access to needed services through the use of telehealth. The AS3D grant does not have the resources to enact all components of this strategic plan; however we are piloting some action items by working with established partners to explore feasibility of various components, including dovetailing efforts with existing work as well as exploring new funding opportunities. We hope that other entities will see this plan and undertake action items as they are able. The last section of this document contains action planning tools to support this effort.

Navigating the Strategic Plan

This strategic plan gives an in-depth look at suggested action items in the following three main categories:

1. **Engagement and Education**
2. **Telehealth Infrastructure**
3. **Policy and Advocacy**

The potential action items are aimed at the following **audiences**:

Consumers

This category includes families and caregivers of children and youth with autism spectrum disorders and other developmental disorders as well as autistic adults.

Providers

This category focuses on providers of services including but not limited to diagnostic, treatment, and other support services including Center of Excellence for Autism Diagnosis (COEs), Neurodevelopmental Centers (NDCs), Applied Behavior Analysis Providers (ABA), primary care providers.

Insurers

This category includes private insurers and Medicaid.

Telecommunications

This category includes telecommunication resource organizations and telecommunication providers.

Each section also discusses **Washington State Department of Health's** potential action items related to specific categories.

Throughout the document, the symbol❖ indicates activities in progress under the AS3D grant.

IMPORTANT NOTE BEFORE READING THE PLAN

This is an aspirational plan—it lays out goals and action items for this work and is not intended to be prescriptive about what needs to be accomplished during the AS3D grant. Many of the action items that follow may be in line with grant partner and other stakeholder projects already taking place. Other action items may be future goals. Some may not be realized during the current AS3D grant timeline. Aspects of providing telehealth for this specific population and the delivery of ABA have not yet been fully established. Some of the grant partners are developing the "nuts and bolts" of providing ABA and ABA related services to those with ASD/DD telehealth in Washington State; however, there are additional nuances that will need to be addressed prior to large scale adoption of telehealth for ABA and ABA related supports such as parent education and the myriad of issues related billing and reimbursement.

AS3DGrant Partners

Applied Behavior Analysis – ABA Providers
Centers of Excellence for Autism Diagnosis (Medicaid) – COE
Department of Children, Youth and Families
Washington State Department of Health
Health Care Authority—Medicaid Program
Northwest Autism Center
Neurodevelopmental Centers
Northwest Regional Telehealth Resource Center
Open Doors for Multicultural Families
Seattle Children's Autism Center
University of Washington – Medical Home Partnership Project
United State Department of Agriculture – Rural Telehealth Program
Washington Autism Alliance and Advocacy

1 Engagement and Education: Potential Action Items

GOAL Ensure that the audiences below have the information necessary to access telehealth or are able to support the implementation of telehealth services. All of the audiences have different needs as well as different ways that they can impact telehealth implementation.

❖ indicates activities in progress under the AS3D grant.

1A. CONSUMERS

1A.1 Educate families and consumers about using telehealth for care and diagnosis. Ensure that families are included and prioritized in education and engagement, both as recipients and participants in providing the education.

1A.2 Provide education on the foundations of telehealth and how to advocate to use telehealth services.

1A.3 Provide opportunities for families and consumers to learn about their rights around insurance benefits and telehealth. ❖

1A.4 In partnership with family-led organizations, develop a Medicaid-interpreter services infographic that shows families how interpreter services are accessed during a telehealth session. ❖

1A.5 Explore piloting part-time, on-site family navigators in pediatric primary care practices. Use the existing telehealth infrastructure of larger participating practices to make the on-site family navigator available to other clinical sites.

1A.6 Include telehealth in School Medical Autism Review Team (SMART) communities.

1A.7 Identify opportunities to collect & disseminate telehealth family stories.

1B. PROVIDERS

1B.1 Provide training on how to do a telehealth practice readiness assessments (training available through federally-funded Telehealth Resource Centers.

1B.2 Increase education and outreach efforts to health care systems and providers to build interest and confidence in the use of telehealth services and demonstrate how telehealth services can enhance the reach and impact of existing health care services.

1B.3 Review resources and tailored presentations about the benefits of telehealth focusing on benefits that are most likely to resonate with providers, such as increased access to care and reduced wait time for diagnosis and treatment/support services, and payment parity. This information can be found on the Northwest Regional Telehealth Resource Center and other telehealth resource center's websites as well as the Washington State Telemedicine Collaborative.

1B.4 Consider and develop strategies to reach out to tribal organizations in partnership with tribes and Medicaid's Tribal Health Program.

1B.5 Identify training opportunities on how to conduct services via telehealth especially for diagnostic services and for ABA-related services and partner training along with potential evaluation metrics to assess satisfaction and effectiveness when delivering services via telehealth.

1B.6 Encourage service providers to participate in a Learning Community with like providers to learn from each other and build telehealth best practices and explore the potential for continuing education.

1B.7 Include telehealth in community asset mapping process in School Medical Autism Review Team (SMART) communities (corresponds with 1A.6).

1B.8 Identify training resources on the Northwest Regional Telehealth Resource Center websites for providers for the following:

- Basic orientation to telehealth (available through telehealth resource centers and partners.) including:
- What is Telehealth/medicine? How does it work? How do you prepare and implement including privacy and equipment? How do you bill? What are the reimbursement policies including provider license type, billing codes, and rates by insurance including Medicaid? ; How to address insurance denials?
- Telehealth "soft skills" training to improve clinical efficacy such as eye contract, angles, framing, lighting, privacy, etc.

1 Engagement and Education: Potential Action Items, cont.

1C. INSURERS

1C.1 Develop a strategy to inform and educate payers on needed telehealth-related rules, clearly written insurance policies and provider guides, as well as clarity for billing codes that are eligible for telehealth.

1C.2 Work with the Health Care Authority (HCA) Interpreter program to ensure equal access to services delivered via telehealth for culturally and linguistically diverse families.

1D. TELECOMMUNICATIONS

1D.1 Identify telehealth resource organizations that can assist with communication strategies, training, and resources for connectivity. These may include the following organizations:

- Federal United State Department of Agriculture (USDA) Telehealth Program
- Washington State Department of Commerce
- National and regional telehealth resource centers ❖
- Heath Resources and Services Administration (HRSA)-Office for the Advancement of Telehealth ❖

DEPARTMENT OF HEALTH

1. Children with Special Health Care Needs staff and leadership to share the AS3D Telehealth Capacity Assessment, *Creating Connections: Addressing the Needs of Children with Autism and Other Developmental Disabilities Using Telehealth*, and the AS3D Telehealth Strategic Plan with key internal DOH partners, AS3D Telehealth Ad Hoc Committee, and other grant partners. ❖

2. Explore opportunities to discuss and strategize the results of the AS3D Telehealth Capacity Assessment with the Washington State Telemedicine Collaborative to reach larger medical systems and build their awareness about the possibility of providing telehealth resources to providers and services for children, youth and adults with autism and other developmental disabilities.

3. Develop a strategy to inform and educate payers on needed telehealth-related rules and clearly written insurance policies as well as transparency for eligible telehealth billing codes (see 1C).

4. Address, engage and explore the telehealth needs of programs at the Department of Health, such as adolescent health, emergency preparedness, Children and Youth with Special Health Care Needs (CYSHCN) Program, and more.

5. Identify opportunities to obtain telehealth Continuing Education Units for different provider types.

6. Gather and disseminate telehealth resources for families and providers.

2 Telehealth Infrastructure: Potential Action Items

GOAL Work with the audiences below to build the necessary infrastructure for individuals and families to access telehealth.

❖ indicates activities in progress under the AS3D grant.

2A. CONSUMERS

2A.1 Develop a strategy to determine what equipment families will need and how to ensure access to it. Consumers may need personal computers, tablets, or smart phones, fast internet connections; or it may be necessary to build lending libraries for telehealth equipment or partner with nearby clinics to access resources. ❖

2A.2 Partner with communities, including medically underserved and culturally and linguistically diverse communities, to determine how best to incorporate Telehealth into their communities' health care systems.

2A.3 Provide technical assistance on how to access interpreter services during a telehealth session.

2B. PROVIDERS

2B.1 Coordinate with DOH's Rural Health Program to provide telehealth expansion workshops, drawing from lessons learned in past workshops, such as the funder's conference where there were state and federal agency staff who shared information about telehealth infrastructure and funding opportunities. ❖

2B.2 Provide technical assistance on how to access interpreter services during a telehealth session for Medicaid covered services.

2B.3 Identify telehealth platform resources such as ZOOM, store-and-forward, eVisit, and Skype for Business, and other HIPPA-compliant systems to introduce modalities to providers. ❖

2B.4 Provide opportunities for providers to share their experiences around negotiating business agreements for HIPAA compliant telehealth systems. ❖

2B.5 Assist in the implementation of local demonstration projects to identify best practices.

2B.6 Explore opportunities to implement telehealth activities in "non-traditional" settings, such as early intervention and child care centers to facilitate early diagnosis and intervention and in schools.

2C. INSURERS

2C.1 Develop a strategy to ensure that there are clearly written policies around telehealth requirements that need to be met in order to bill; i.e., HIPAA compliance, store and forward, synchronous, etc.

2D. TELECOMMUNICATIONS

2D.1 Learn from Northwest Regional Telehealth Resource Center about the status of infrastructure development including access to broadband internet, hot spots, smartphone apps, telehealth platforms; e.g., ZOOM, Medical Records Interface.

2D.2 Explore how telecommunications providers can help ensure access to telehealth services, especially for families that have restrictions on minutes on their smart phones or who need to access Wi-Fi.

DEPARTMENT OF HEALTH

Ensure that partners are aware of telehealth standards around bandwidth and broadband infrastructure and as well as privacy and security published by organizations such as HealthIT.gov and the Regional Telehealth Resource Centers.

3 Policy and Advocacy: Potential Action Items

GOAL Ensure that needed policy changes occur to support the implementation of telehealth and provide resources and opportunities to advocate for telehealth.

❖ indicates activities in progress under the AS3D grant.

3A. CONSUMERS

3A.1 Identify opportunities for families, including those from medically underserved and culturally and linguistically diverse communities, that want to engage with their providers and insurers about accessing telehealth if that is their preferred mode of interaction.

3A.2 Convene a telehealth learning community with families and consumers to provide a place to learn more about telehealth and strategize how to advocate for its use.

3A.3 Involve organizations such Open Doors for Multicultural Families and Washington State Coalition for Language Access as to ensure and support access to Medicaid-brokered interpreters for Medicaid-covered services provided via telehealth.

3B. PROVIDERS

3B.1 Identify opportunities for providers to access interpreter services for Medicaid-covered clients.

3B.2 Identify existing opportunities such as the Washington State Telemedicine Collaborative or convene a telehealth learning community with providers to provide a place to learn more about telehealth and strategize how to advocate for its use. ❖

3B.3 Identify a mechanism to address insurance issues including tracking and appealing denials for covered services.

3B.4 Identify venues for addressing insurance reimbursement rates in order to ensure access to ABA and ABA related services by qualified ABA providers.

3B.5 Identify a strategy to educate providers on state licensing requirements and options for multi-state licensure (i.e. the Interstate Medical License Compact) and which license types and states where this is available.

OVERARCHING POLICY ISSUE: PAYMENT PARITY

There is parity for the provision of telehealth in Medicaid and in the commercial insurance plans but currently no legislatively mandated *payment* parity for telehealth in Washington State.

Studies support assertion that telehealth increases the use of services while also increasing access to services.

This makes implementation and expansion of telehealth risky for providers. Providers in other states where there is no legislatively mandated payment parity have received significant reductions in reimbursement when services are delivered via telehealth which reduces investment in telehealth delivery. However, it should be noted that Washington Medicaid currently does not differentiate payment between services delivered via telehealth versus in person.

The Washington State Telemedicine Collaborative is working with the state legislature to address this issue through the WA Legislation: SB 6399 - Payment Parity Pilot. From both the consumer and provider perspective, payment parity must happen for telehealth adoption to succeed.

3 Policy and Advocacy: Potential Action Items, cont.

3C. INSURERS

3C.1 Identify opportunities for insurance companies to clearly articulate their policies and coverage surrounding telehealth, including billing codes, ABA and related services, provider license type, how and to bill for telehealth services.

3C.2 Work with the Office of the Insurance Commissioner to determine if there will be policies developed and enacted that address laws passed in Washington to support telehealth (e.g., RCW 48.43.735 Reimbursement of Healthcare Services provided through Telemedicine or Store and Forward Technology).

3C.3 Identify opportunities to expand allowable telehealth billing codes with insurers, including Medicaid, to include remote monitoring and eVisits.

3C.4 Work with insurers to identify opportunities for telehealth payment parity, providing reimbursement to contracted providers at an equal rate to in-person care.

3C.5 Explore opportunities for telehealth reimbursement to include a technology installation/training fee.

3C.6 Work with insurers and the state legislature to eliminate the requirement for an associated office visit between the eligible patient and referring health care provider for telehealth store-and-forward reimbursement.

3C.7 Work with insurers and the state legislature to enable any licensed or qualified provider to be reimbursed for telehealth services.

3C.8 Work with insurers and the state legislature to expand the definition of "telemedicine" in law to include asynchronous services and remote patient monitoring.

3D. TELECOMMUNICATIONS

3D.1 Explore how telecommunications providers can help ensure access to telehealth services, especially for families that have restrictions on minutes on their smart phones or who need to access WiFi.

DEPARTMENT OF HEALTH

Will develop strategies for the following policy items:

1. Partnering with the professional licensing boards to provide guidance to DOH-licensed providers about telehealth.

2. Developing and publishing interstate compact information that includes requirements and rules about telehealth for providers not located in Washington State.

3. Disseminating the findings and recommendations from the AS3D Telehealth Capacity Assessment and related publications to key stakeholders including DOH licensing and the State Telemedicine Collaborative.

AS3D Telehealth Projects Currently Under Way

During Year 2 of the AS3D Grant, the following telehealth strategies are being implemented covering some the activities listed above.

Mentoring Projects

Department of Health staff in the Children and Youth with Special Health Care Needs (CYSHCN) Program are working with contractors and partners to build telehealth infrastructure and mentor other providers through the AS3D Initiative.

Neurodevelopmental Centers (NDCs)

Two NDCs expressed interest in advancing service delivery via telehealth after participating in the AS3D Telehealth capacity assessment. They are now contracted with DOH to increase the capacity for autism diagnosis and for ABA supervision, parent training, and other allowable telehealth services. They are in the process of obtaining start-up equipment and software to develop and improve their telehealth infrastructure, negotiating a business agreement for HIPAA-compliant software, and training parents/families and staff (for example, providing training to families on services including therapies). In addition, the NDCs provide mentoring opportunities on a limited basis to other NDCs to support telehealth efforts. The NDCs are developing training modules that other NDCs can use. In addition, when implementing telehealth activities, a series of plan, do, study, act (PDSA) cycles will be included for on-going quality improvement. **Action Items 1A.5, 1B.2, 1B.4, 2B.3**

Northwest Autism Center – Developing Foundational Telehealth Building Blocks for children with ASD/DD

Northwest Autism Center is developing a telehealth implementation plan in their practice that incorporates all the evidence-based standards of care in a clinical setting. Specifically, the Northwest Autism Center is developing in-house infrastructure to provide ASD/DD services via telehealth as well as identifying, exploring, and implementing opportunities for telehealth training for providers and families. Further, the Northwest Autism Center is increasing capacity to provide family navigator trainings for professionals and to provide family navigator services for families of children with ASD/DD. Northwest Autism Center will share their lessons learned with AS3D grant partners. **Action Items 1A.5, 1B.2, 1B.4, 2B.3**

So far the lessons learned from the Northwest Autism Center include the need to:

- Establish technology standards including Health Insurance Portability and Accountability Act of 1996 (HIPAA) compliance
- Evaluate access to internet bandwidth at both the distance and originating site of the telehealth visit
- Have a process for intake and assessment of the therapeutic modality
- Have ready access to consumer and provider training and information through a variety of modalities including internet, mail, etc.
- Evaluate environmental constraints (for example, physical location)
- Assess technology effectiveness
- Provide access to interpreter services
- Have clearly articulated billing and reimbursement policies
- Have long-term strategies for reimbursement to ensure long-term sustainability

Telehealth and Interpreter Services

Accessing interpreter services is a critical aspect for quality clinical service delivery. In telehealth, access to interpreter services takes on a new dimension. In order to address the needs of families of culturally and linguistically diverse language backgrounds, DOH has been in contact with the Health Care Authority (HCA) Medicaid Interpreter program to find opportunities to provide technical assistance, such as developing interpreter information sheets on telehealth and training Medicaid providers and consumers on telehealth. **Action Items 1C.2, 2B.2, 3B.1**

Data and Metrics for Evaluating Telehealth Efforts

It is important to evaluate the work we do to advance telehealth. Our partners recommended the measures below to provide information for foundational building blocks for telehealth and to evaluate telehealth efforts. This is not an exhaustive list and are open to modification, but is a place to start for implementation or expansion of telehealth efforts. These evaluation measures may be not realized during the life of the AS3D grant.

Potential Measures	Engagement & education	Telehealth Infrastructure	Policy & Advocacy
1. Track activities identifying when families and communities were consulted and included in planning and development of telehealth activities and why. [Action Items: 1A.1, 3A.1] *Data Source:* To be determined by the entity responsible for the activity	☒	☐	☒
2. Level of family and client satisfaction with telehealth services. [Action Items: 1B.5] *Data Source:* Telehealth post-appointment evaluations from providers.	☒	☒	☐
3. Clinical measures of progress in treatment goals with comparators with in-person services – parent and clinician. [Action Items: 1B.5] *Data Source*: Existing clinical measures to be identified.	☒	☐	☐
4. Comprehensive tracking of insurance coverage* as well as successful and unsuccessful prior authorization and billing experiences (e.g., paid/denied/partial payment). [Action Items:1B.4, 2C.1, 3C.1] * name of insurer, the company's telehealth policies, and when available, tracking specific billing codes that are allowed via telehealth, rates, etc. *Potential Data Source:* Providers, advocacy organizations, Health Care Authority, Office of the Insurance Commissioner, **All Payers Claims Database**	☐	☒	☒
5. Metrics of applied behavior analysis and parent training program fidelity and quality. [Action Items: 1B.5] *Data Source:* Existing clinical measures to be identified	☐	☒	☐
6. Number of provider trainings conducted about telehealth and level of training satisfaction and knowledge gain among participants. [Action Items: 1B.2] *Data Source:* Grant Partners	☒	☒	☐
7. Number of products produced (i.e., telehealth training modules, briefing papers, infographics, educational materials, etc.). Action Items: 1B.4] *Data Source: To be determined*	☒	☐	☒

Potential Measures	Engagement & education	Telehealth Infrastructure	Policy & Advocacy
8. Number of cooperative agreements across AS3D grant partner agencies for telehealth mentoring partnerships and process evaluations of mentee participation. [**Action Items: 1B.5**] *Data Source:* Grant Partners			
9. Number of business agreements by grant partners implementing telehealth that are negotiated with HIPAA-compliant videoconferencing platforms, such as ZOOM and Skype for Business. [Action Items: 2B.3] *Data Source:* Grant Partners	☐	☒	☐
10. Increase in the number of AS3D grant partners that have practices that are implementing telehealth. [Action Items: 1B.1] *Data Source:* Grant Partners	☐	☒	☐
11. Family Experience. Lessons learned from family stories which could include indicators of improvement or areas for improvement gleaned from family stories. [Action Items: 1A.7] *Data Source:* Grant Partners	☒	☐	☒
12. Number of successful telehealth sessions with access to Medicaid-funded interpreters. [Action Items: 1C.2, 2B.2, 3B.1] *Data Source:* Grant partners	☐	☒	☐
13. Lessons learned from Plan, Do Study Act (PDSA) cycles completed for organizations implementing telehealth. [Action Items: 1B.5] *Data Source:* Grant partners	☐	☒	☐
14. Measured knowledge gains for families engaging in trainings. [Action Items: 1B.5] *Data Source:* Grant partners	☒	☐	☐
15. Number of grant partners that are engaged with larger health care systems to support access to telehealth services with community-based providers. [Action Items: 1B.1] *Data Source:* Grant partners	☐	☒	☐
16. Number of no-shows before and after implementation of telehealth program (no-shows expected to decrease with implementation of telehealth option)	☒	☐	☐
17. Number of appointments disrupted or cancelled due to telehealth technology-related issues	☐	☒	☐

CREATING CONNECTIONS STRATEGIC PLAN NEXT STEPS
ACTION PLAN TEMPLATES

In order to increase access to telehealth for families of children with autism spectrum disorder and other developmental disabilities, we need the help of our partners and others involved in advancing telehealth. The working action templates on the following pages identify partners who are doing or may be planning to do activities to support telehealth. Additionally, these templates can be used by any entity interested in expanding access to services through telehealth to explore next steps. As action items are in progress or accomplished, we will update and post the Action Plan templates. Each template covers the three topic areas below for each of the four different audiences: consumers, providers, insurers, and telecommunications.

1. **Engagement and Education**
2. **Telehealth Infrastructure**
3. **Policy and Advocacy**

GUIDING KEY QUESTIONS

When working through the templates, keep the following questions in mind:

- What partners are already taking on this work or similar work?
- Who are they partnering with?
- If there is a desire to lead on an action item, but no capacity, what is needed?
- What items don't feel doable now?
- Who has the authority to complete action items?
- Is there another organization doing this work?

SAMPLE ACTION PLAN TEMPLATE

1. Engagement and Education Action Items
CONSUMERS

ACTIVITY DESCRIPTION	IN PROGRESS?	ORGANIZATIONS INVOLVED (current or future)	STRATEGY/PROGRESS	GOALS/TIMEFRAME	NOTES
1A.1 Educate families and consumers about using telehealth for care and diagnosis. Ensure that families are included and prioritized in education and engagement, both as recipients and participants in providing the education.		Kindering & Holly Ridge NDCs (current)			As of 5/2018, these organizations are in the initial stages of this work in targeted areas in Washington state.
1A.2 Provide education on the foundations of telehealth and how to advocate to use telehealth services.		NDCs (current)			As of 5/2018, these organizations are in the initial stages of this work in targeted areas in Washington state.
1A.3 Provide opportunities for families and consumers to learn about their rights around insurance benefits and telehealth.		WAAA (future)	WAAA staff is working on gaining knowledge around telehealth and insurance	By 8/2018	Notes from trainings, policies, and other information to be shared with DOH
1A.4 In partnership with family-led organizations, develop a Medicaid-interpreter services infographic that shows families how interpreter services are accessed during a telehealth session.		HCA (future)			pending HCA Interpreter program implementation

1. Engagement and Education Action Items
CONSUMERS

ACTIVITY DESCRIPTION	IN PROGRESS?	ORGANIZATIONS INVOLVED (current or future)	STRATEGY/PROGRESS	GOALS/TIMEFRAME	NOTES
1A.5 Explore piloting part-time, on-site family navigators in pediatric primary care practices. Use the existing telehealth infrastructure of larger participating practices to make the on-site family navigator available to other clinical sites.	yes	WAAA (current)	WAAA is currently in partnership with HopeCentral.		
1A.6 Include telehealth in School Medical Autism Review Team (SMART) communities.		UW-MHPP (future)	Future activity of the School Medical Autism Review Team (SMART).		
1A.7 Identify opportunities to collect & disseminate telehealth family stories.	yes	DOH-Family Engagement Coordinator (future) NDCs (future)	Could build on existing family stories to include telehealth NDCs already collect family stories as a contracts deliverable, could also collect family stories re: experience via telehealth		

*These activities only reflect those that have AS3D funding. There are other telehealth activities for children with ASD/DD that are occurring in Washington State.

ACTION PLAN TEMPLATES

Please use the following action plan templates to plan telehealth activities as needed. The first template shows some of the current activities of AS3D grant and our partners.

If you or your organization would like to consult with the AS3D project lead for telehealth, please contact us at cshcn.support@doh.wa.gov.

1 Engagement and Education Action Items
CONSUMERS

ACTIVITY DESCRIPTION	IN PROGRESS?	ORGANIZATIONS INVOLVED (current or future)	STRATEGY/PROGRESS	GOALS/TIMEFRAME	NOTES
1A.1 Educate families and consumers about using telehealth for care and diagnosis. Ensure that families are included and prioritized in education and engagement, both as recipients and participants in providing the education.					
1A.2 Provide education on the foundations of telehealth and how to advocate to use telehealth services.					
1A.3 Provide opportunities for families and consumers to learn about their rights around insurance benefits and telehealth.					
1A.4 In partnership with family-led organizations, develop a Medicaid-interpreter services infographic that shows families how interpreter services are accessed during a telehealth session.					

1 Engagement and Education Action Items
CONSUMERS

ACTIVITY DESCRIPTION	IN PROGRESS?	ORGANIZATIONS INVOLVED (current or future)	STRATEGY/PROGRESS	GOALS/TIMEFRAME	NOTES
1A.5 Explore piloting part-time, on-site family navigators in pediatric primary care practices. Use the existing telehealth infrastructure of larger participating practices to make the on-site family navigator available to other clinical sites.					
1A.6 Include telehealth in School Medical Autism Review Team (SMART) communities.					
1A.7 Identify opportunities to collect & disseminate telehealth family stories.					

1 Engagement and Education Action Items
PROVIDERS

ACTIVITY DESCRIPTION	IN PROGRESS?	ORGANIZATIONS INVOLVED (current or future)	STRATEGY/PROGRESS	GOALS/TIMEFRAME	NOTES
1B.1 Provide training on how to do a telehealth practice readiness assessments (training available through federally-funded Telehealth Resource Centers					

1 Engagement and Education Action Items
PROVIDERS

ACTIVITY DESCRIPTION	IN PROGRESS?	ORGANIZATIONS INVOLVED (current or future)	STRATEGY/PROGRESS	GOALS/TIMEFRAME	NOTES
1B.2 Increase education and outreach efforts to health care systems and providers to build interest and confidence in the use of telehealth services and demonstrate how telehealth services can enhance the reach and impact of existing health care services.					
1B.3 Review resources and tailored presentations about the benefits of telehealth focusing on benefits that are most likely to resonate with providers, such as increased access to care and reduced wait time for diagnosis and treatment/support services, and payment parity. This information can be found on the Northwest Regional Telehealth Resource Center and other telehealth resource center's websites as well as the Washington State Telemedicine Collaborative.					
1B.4 Consider and develop strategies to reach out to tribal organizations in partnership with tribes and Medicaid's Tribal Health Program					

1 Engagement and Education Action Items
PROVIDERS

ACTIVITY DESCRIPTION	IN PROGRESS?	ORGANIZATIONS INVOLVED (current or future)	STRATEGY/PROGRESS	GOALS/TIMEFRAME	NOTES
1B.5 Identify training opportunities on how to conduct services via telehealth especially for diagnostic services and for ABA-related services and partner training along with potential evaluation metrics to assess satisfaction & effectiveness when delivering services via telehealth.					
1B.6 Encourage service providers to participate in a Learning Community with like providers to learn from each other and build telehealth best practices and explore the potential for continuing education.					
1B.7 Include telehealth in community asset mapping process in School Medical Autism Review Team (SMART) communities (corresponds with 1A.6).					

1 Engagement and Education Action Items
PROVIDERS

ACTIVITY DESCRIPTION	IN PROGRESS?	ORGANIZATIONS INVOLVED (current or future)	STRATEGY/PROGRESS	GOALS/TIMEFRAME	NOTES
1B.8 Identify training resources on the Northwest Regional Telehealth Resource Center websites for providers for the following: • Basic orientation to telehealth (available through telehealth resource centers and partners.) including: • What is Telehealth/medicine? How does it work? How do you prepare and implement including privacy and equipment? How do you bill? What are the reimbursement policies including provider license type, billing codes, and rates by insurance including Medicaid? ; How to address insurance denials? • Telehealth "soft skills" training to improve clinical efficacy such as eye contract, angles, framing, lighting, privacy, etc.					

1 Engagement and Education Action Items

INSURERS

TASK/ACTIVITY DESCRIPTION	IN PROGRESS?	ORGANIZATIONS INVOLVED (current or future)	STRATEGY/PROGRESS	GOALS/TIMEFRAME	NOTES
1C.1 Develop a strategy to inform and educate payers on needed telehealth-related rules, clearly written insurance policies and provider guides, as well as clarity for billing codes that are eligible for telehealth.					
1C.2 Work with the Health Care Authority (HCA) Interpreter program to ensure equal access to services delivered via telehealth for culturally and linguistically diverse families.					

1 Engagement and Education Action Items

TELECOMMUNICATIONS

TASK/ACTIVITY DESCRIPTION	IN PROGRESS?	ORGANIZATIONS INVOLVED (current or future)	STRATEGY/PROGRESS	GOALS/TIMEFRAME	NOTES
1D.1 Identify telehealth resource organizations that can assist with communication strategies, training, and resources for connectivity. These may include the following organizations: • Federal United State Department of Agriculture (USDA) Telehealth Program • Washington State Department of Commerce • National and regional telehealth resource centers • Health Resources and Services Administration (HRSA)-Office for the Advancement of Telehealth					

2 Telehealth Infrastructure Action Items
CONSUMERS

TASK/ACTIVITY DESCRIPTION	IN PROGRESS?	ORGANIZATIONS INVOLVED (current or future)	STRATEGY/PROGRESS	GOALS/TIMEFRAME	NOTES
2A.1 Develop a strategy to determine what equipment families will need and how to ensure access to it. Consumers may need personal computers, tablets, or smart phones, fast internet connections; or it may be necessary to build lending libraries for telehealth equipment or partner with nearby clinics to access resources.					
2A.2 Partner with communities, including medically underserved and culturally and linguistically diverse communities, to determine how best to incorporate Telehealth into their communities' health care systems.					
2A.3 Provide technical assistance on how to access interpreter services during a telehealth session.					

2 Telehealth Infrastructure Action Items

PROVIDERS

TASK/ACTIVITY DESCRIPTION	IN PROGRESS?	ORGANIZATIONS INVOLVED (current or future)	STRATEGY/PROGRESS	GOALS/TIMEFRAME	NOTES
2B.1 Coordinate with DOH's Rural Health Program to provide telehealth expansion workshops, drawing from lessons learned in past workshops, such as the funder's conference where there were state and federal agency staff who shared information about telehealth infrastructure and funding opportunities.					
2B.2 Provide technical assistance on how to access interpreter services during a telehealth session for Medicaid covered services.					
2B.3 Identify telehealth platform resources such as ZOOM, store-and-forward, eVisit, and Skype for Business, and other HIPPA-compliant systems to introduce modalities to providers.					
2B.4 Provide opportunities for providers to share their experiences around negotiating business agreements for HIPAA compliant telehealth systems.					
2B.5 Assist in the implementation of local demonstration projects to identify best practices					
2B.6 Explore opportunities to implement telehealth activities in "non-traditional" settings, such as early intervention and child care centers to facilitate early diagnosis and intervention and in schools.					

2 Telehealth Infrastructure Action Items

INSURERS

TASK/ACTIVITY DESCRIPTION	IN PROGRESS?	ORGANIZATIONS INVOLVED (current or future)	STRATEGY/PROGRESS	GOALS/TIMEFRAME	NOTES
2C.1 Develop a strategy to ensure that there are clearly written policies around telehealth requirements that need to be met in order to bill; i.e., HIPAA compliance, store and forward, synchronous, etc.					

2 Telehealth Infrastructure Action Items

TELECOMMUNICATIONS

TASK/ACTIVITY DESCRIPTION	IN PROGRESS?	ORGANIZATIONS INVOLVED (current or future)	STRATEGY/PROGRESS	GOALS/TIMEFRAME	NOTES
2D.1 Learn from Northwest Regional Telehealth Resource Center about the status of infrastructure development including access to broadband internet, hot spots, smartphone apps, telehealth platforms; e.g., ZOOM, Medical Records Interface.					
2D.2 Explore how telecommunications providers can help ensure access to telehealth services, especially for families that have restrictions on minutes on their smart phones or who need to access Wi-Fi.					

3 Policy and Advocacy Action Items

CONSUMERS

TASK/ACTIVITY DESCRIPTION	IN PROGRESS?	ORGANIZATIONS INVOLVED (current or future)	STRATEGY/PROGRESS	GOALS/TIMEFRAME	NOTES
3A.1 Identify opportunities for families, including those from medically underserved and culturally and linguistically diverse communities, that want to engage with their providers and insurers about accessing telehealth if that is their preferred mode of interaction.					
3A.2 Convene a telehealth learning community with families and consumers to provide a place to learn more about telehealth and strategize how to advocate for its use.					
3A.3 Involve organizations such Open Doors for Multicultural Families and Washington State Coalition for Language Access as to ensure and support access to Medicaid-brokered interpreters for Medicaid-covered services provided via telehealth.					

3 Policy and Advocacy Action Items
PROVIDERS

TASK/ACTIVITY DESCRIPTION	IN PROGRESS?	ORGANIZATIONS INVOLVED (current or future)	STRATEGY/PROGRESS	GOALS/TIMEFRAME	NOTES
3B.1 Identify opportunities for providers to access interpreter services for Medicaid-covered clients.					
3B.2 Identify existing opportunities such as the Washington State Telemedicine Collaborative or convene a telehealth learning community with providers to provide a place to learn more about telehealth and strategize how to advocate for its use.					
3B.3 Identify a mechanism to address insurance issues including tracking and appealing denials for covered services.					
3B.4 Identify venues for addressing insurance reimbursement rates in order to ensure access to ABA and ABA related services by qualified ABA providers.					
3B.5 Identify a strategy to educate providers on state licensing requirements and options for multi-state licensure (i.e. the Interstate Medical License Compact) and which license types and states where this is available.					

3 Policy and Advocacy Action Items

INSURERS

TASK/ACTIVITY DESCRIPTION	IN PROGRESS?	ORGANIZATIONS INVOLVED (current or future)	STRATEGY/PROGRESS	GOALS/TIMEFRAME	NOTES
3C.1 Identify opportunities for insurance companies to clearly articulate their policies and coverage surrounding telehealth, including billing codes, ABA and related services, provider license type, how and to bill for telehealth services.					
3C.2 Work with the Office of the Insurance Commissioner to determine if there will be policies developed and enacted that address laws passed in Washington to support telehealth (e.g., RCW 48.43.735 Reimbursement of Healthcare Services provided through Telemedicine or Store and Forward Technology).					
3C.3 Identify opportunities to expand allowable telehealth billing codes with insurers, including Medicaid, to include remote monitoring and eVisits.					
3C.4 Work with insurers to identify opportunities for telehealth payment parity, providing reimbursement to contracted providers at an equal rate to in-person care.					

C.5 Explore opportunities for telehealth reimbursement to include a technology installation/training fee.					
3C.6 Work with insurers and the state legislature to eliminate the requirement for an associated office visit between the eligible patient and referring health care provider for telehealth store-and-forward reimbursement.					
3C.7 Work with insurers and the state legislature to enable any licensed or qualified provider to be reimbursed for telehealth services.					
3C.8 Work with insurers and the state legislature to expand the definition of "telemedicine" in law to include asynchronous services and remote patient monitoring.					

3 Policy and Advocacy Action Items

TELECOMMUNICATIONS

TASK/ACTIVITY DESCRIPTION	IN PROGRESS?	ORGANIZATIONS INVOLVED (current or future)	STRATEGY/PROGRESS	GOALS/TIMEFRAME	NOTES
3D.1 Explore how telecommunications providers can help ensure access to telehealth services, especially for families that have restrictions on minutes on their smart phones or who need to access WiFi.					