



Telehealth in Kansas During COVID-19: A Status Report

Phase 1 Initial Results: Statewide Telehealth Survey
Led by: United Methodist Health Ministry Fund
November 10, 2020



Background

- United Methodist Health Ministry Fund (Health Fund) convened stakeholder groups to discuss the current status of telehealth use and the state and federal policy changes that have affected telehealth utilization
- The Health Fund reached out to the University of Kansas School of Medicine's Department of Population Health to field a statewide survey to get a "snapshot" of telehealth activities and better understand providers' experiences with telehealth and related policies.
- Participating provider groups included: ACMCK, KMS, KHA, CCNK, BHAK, KAFP, KAAP, KOA
- 247 responses to the online survey, and 228 (92.3%) indicated they or their organization offered telehealth services

Key Takeaways

- Survey was answered mostly by those in outpatient organizations, **particularly primary care physicians**
- Our respondents indicated mostly physicians, NPs, PAs, and behavioral health professionals are providing telehealth
- Videoconferencing is the most common modality across settings
- The most common experience was an increase in telehealth volume from 2019 to 2020, then a decrease from the spring to the summer of 2020
- Primary care, patient education, chronic care, and counseling/therapy are the most commonly provided telehealth services
- While majority of respondents (78%) are primary care providers, behavioral health services are being provided a high level, especially counseling/therapy (52.4), psychiatry (46.3), and SUD (24.7) services

Key Takeaways

- Respondents' top policy priority by far is payment parity
- They stated reimbursement did not cover costs, by a large margin, in 2019
- They perceived that insurance coverage of telehealth has become more prevalent from 2019 to 2020
- Their perceptions of reimbursement across payers have improved from 2019 to 2020
- All policy changes were largely characterized as having a somewhat or very positive impact
- They perceive that their patients, their organizations, and they have all had largely positive experiences with telehealth

Modalities Used to Deliver Telehealth

Modality	Number Using	Percent Using
Videoconferencing	218	88.3%
Phone	155	62.8%
Mobile Device	105	42.5%
Apps	43	17.4%
Store and Forward	25	10.1%
Remote Monitoring	16	6.5%
Other	2	0.8%

Services Being Provided Via Telehealth

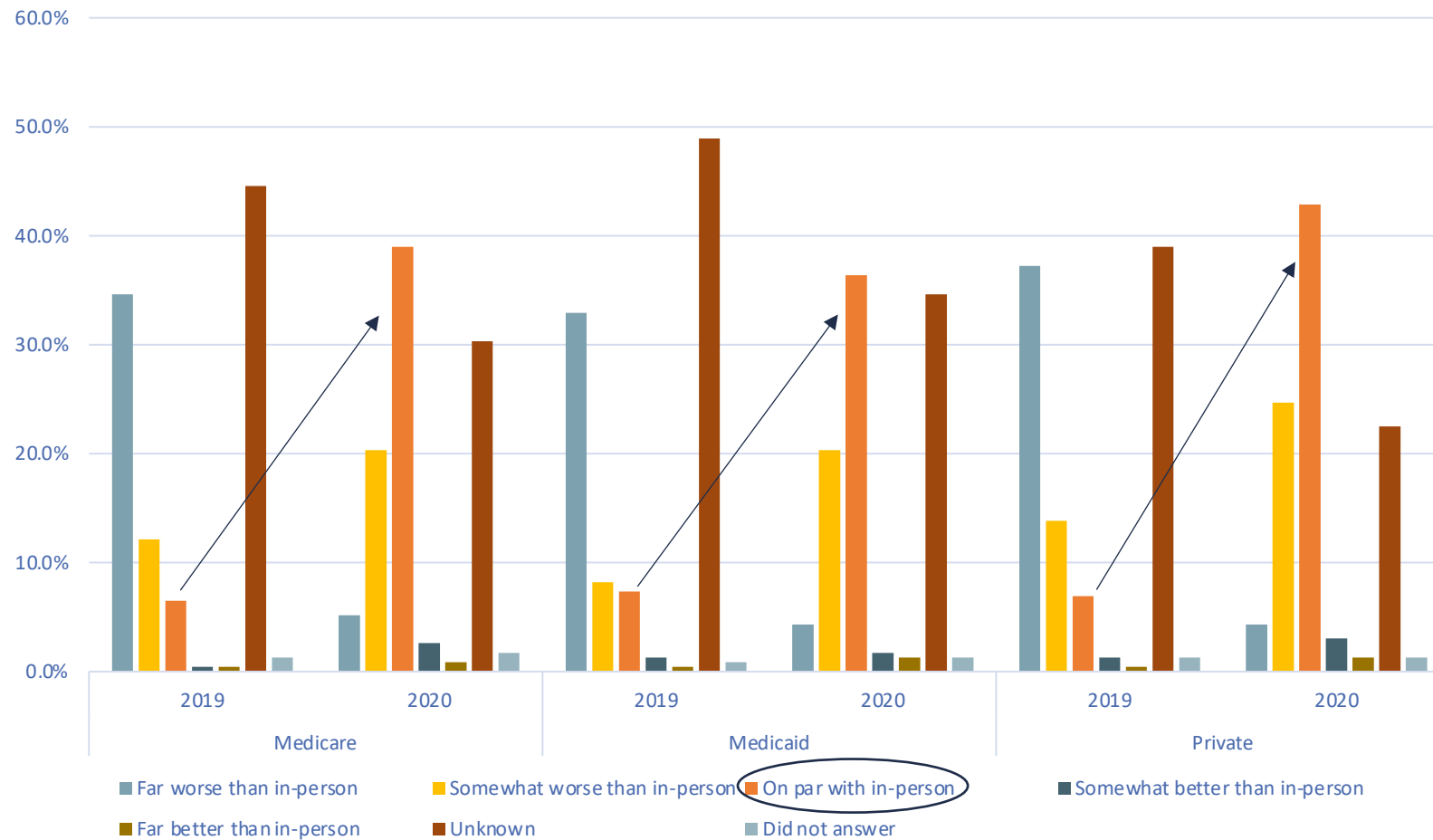


	Total Providing		As Originating Site		As Distant Site	
Service	Number	Percent	Number	Percent	Number	Percent
Primary Care	182	78.8%	77	33.3%	105	45.5%
Patient Education	132	57.1%	58	25.1%	74	32.0%
Chronic Care	126	54.5%	49	21.2%	77	33.3%
Counseling/Therapy	121	52.4%	46	19.9%	75	32.5%
Psychiatry	107	46.3%	48	20.8%	59	25.5%
Urgent Care	88	38.1%	32	13.9%	56	24.2%
Medical Specialties	66	28.6%	26	11.3%	40	17.3%
SUD Services	57	24.7%	21	9.1%	36	15.6%
Surgical Specialties	38	16.5%	14	6.1%	24	10.4%
Other	19	8.2%	7	3.0%	12	5.2%

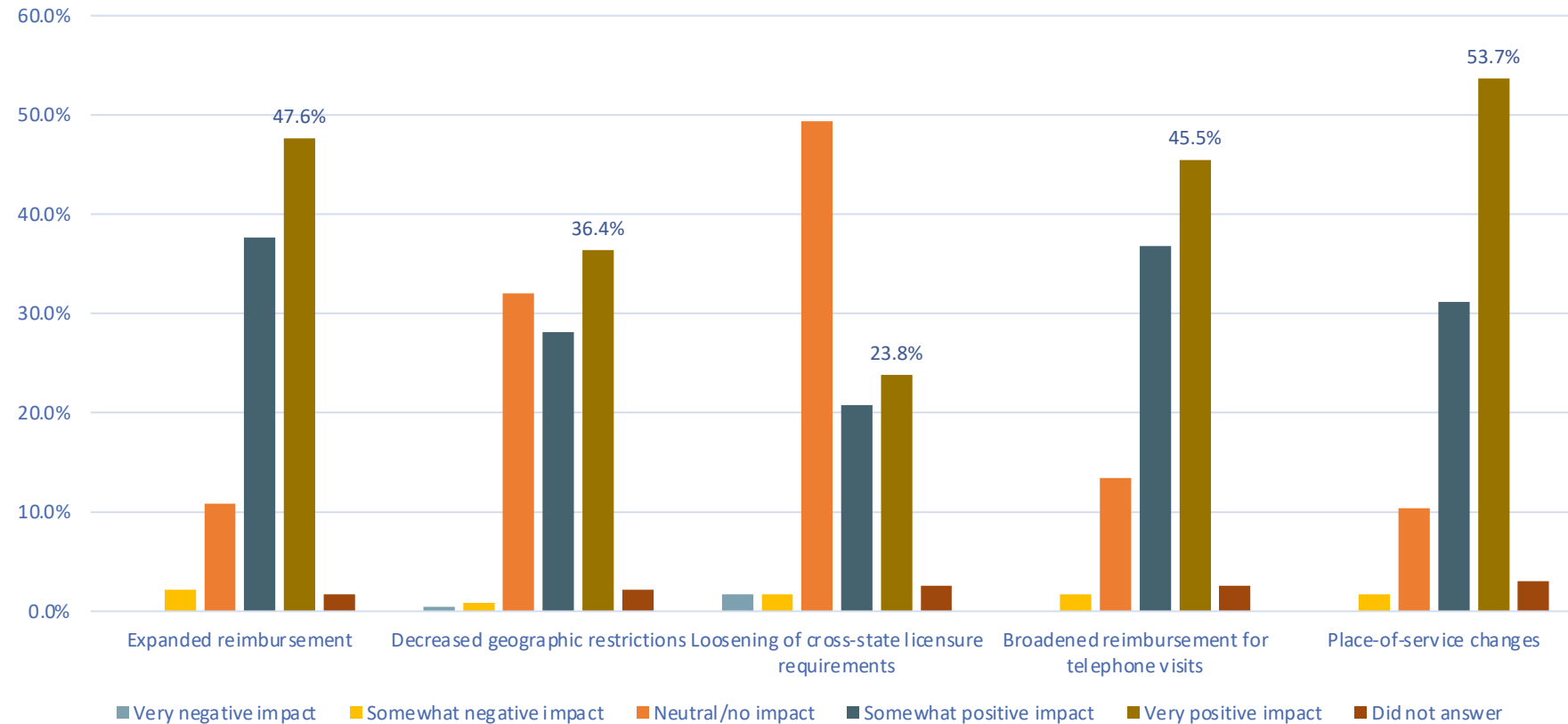
Prior to the onset of COVID-19 (March 2020), how would you have characterized reimbursement for telehealth?

	Number	Percent
Does not cover costs, by a large margin	114	49.4%
Does not cover costs, by a small margin	26	11.3%
Enough to break even	11	4.8%
Covers costs, by a small margin	8	3.5%
Covers costs, by a large margin	1	0.4%
Unknown	70	30.3%
Did not answer	1	0.4%
Total	231	100.0%

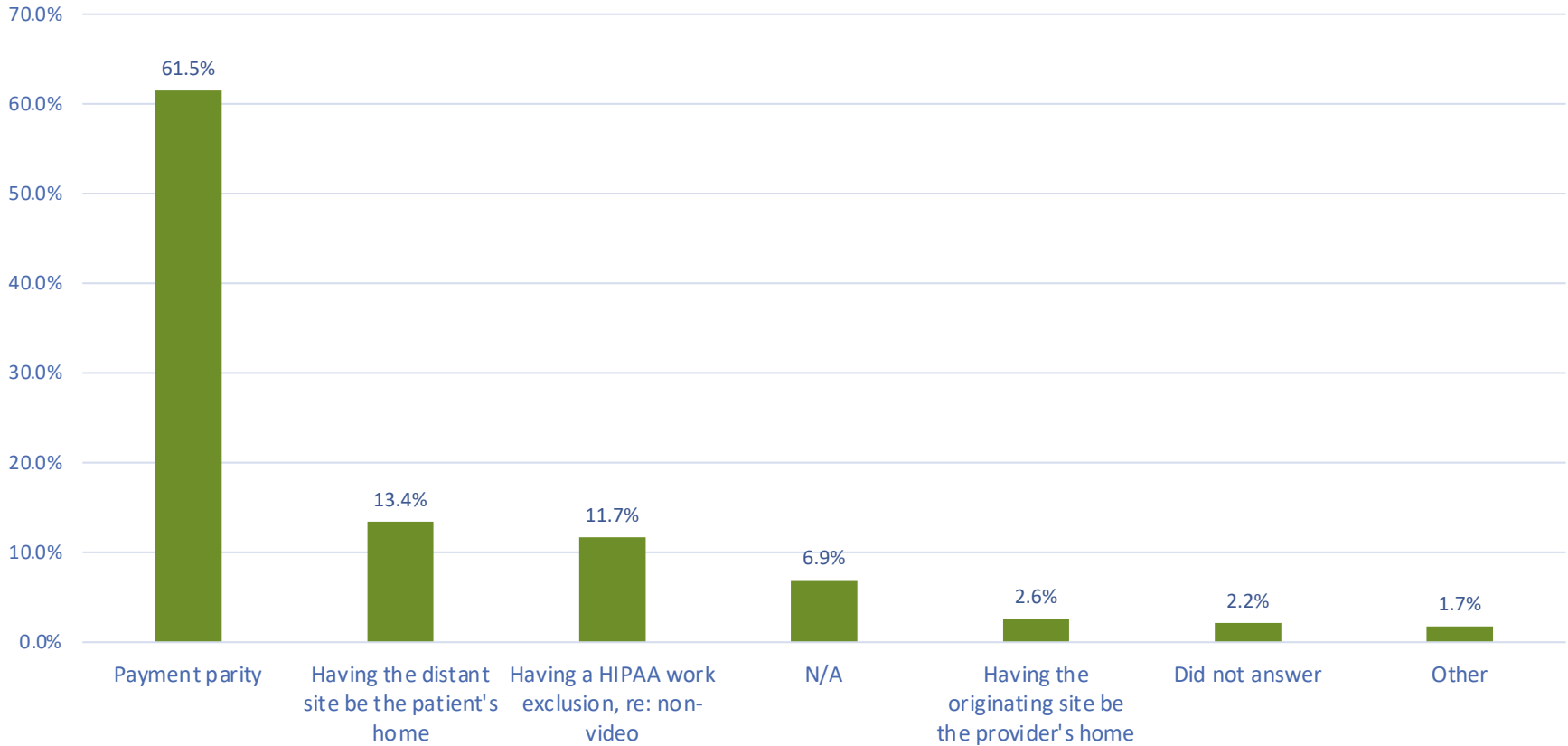
Comparison of 2019 and 2020 Telehealth Reimbursement Characterizations



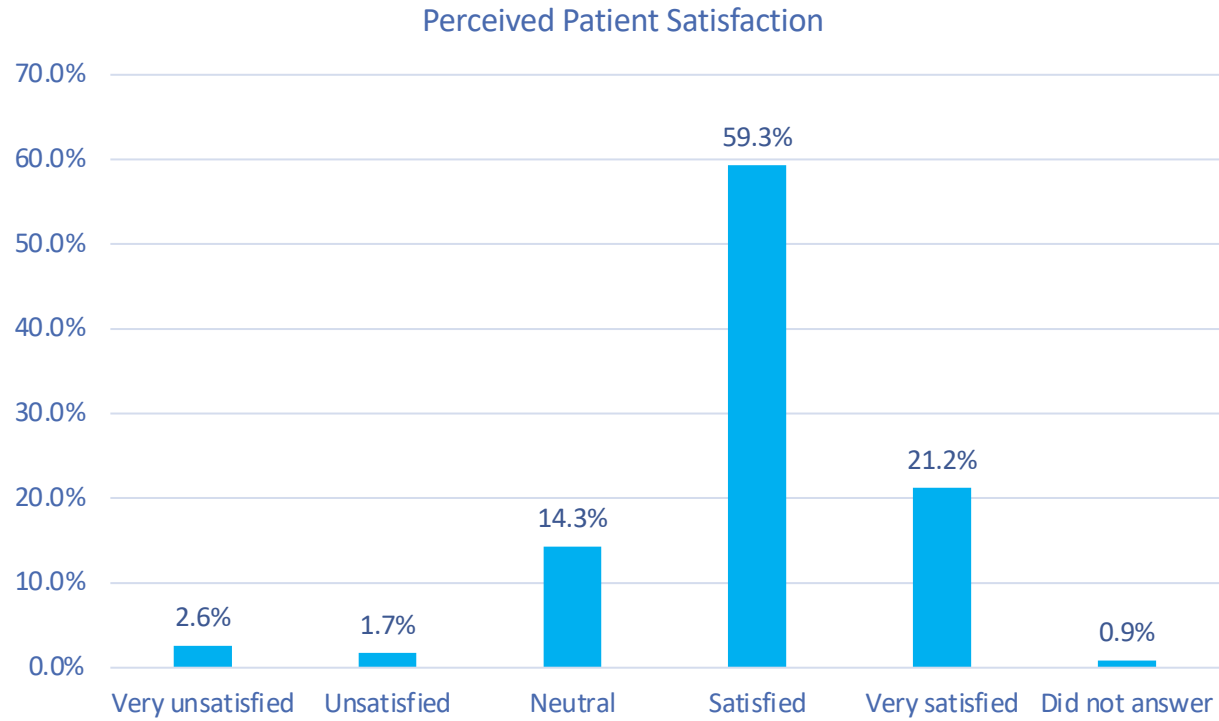
Ratings of Policy Impacts



Top Policy Priorities



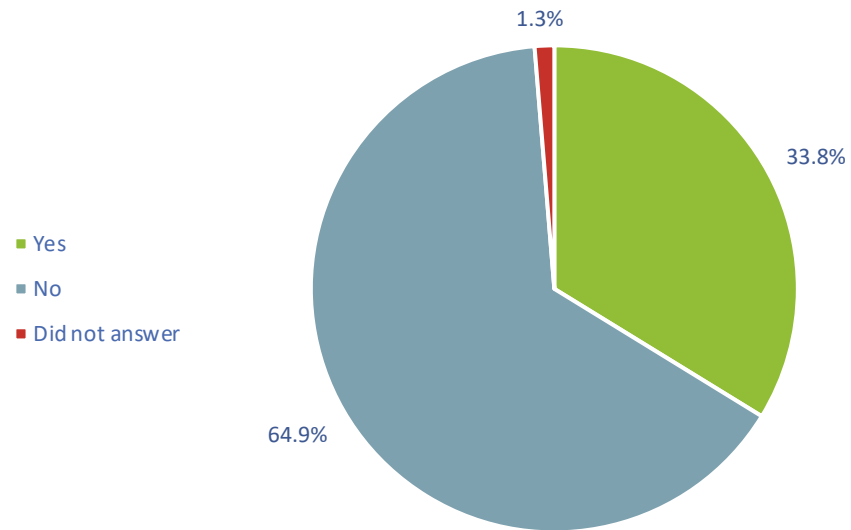
The Telehealth Experience



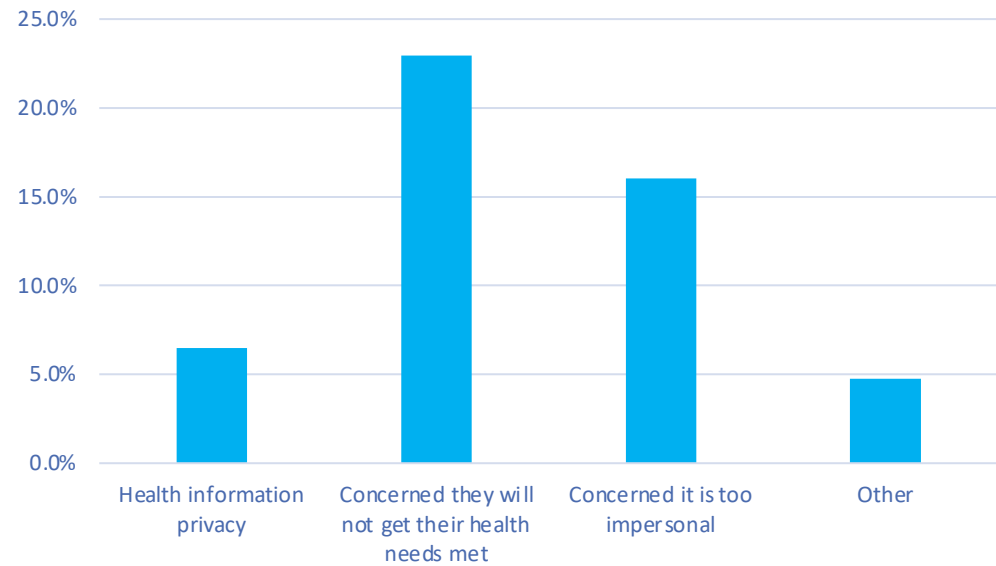
The Telehealth Experience



Do you think your patients have concerns about using telehealth?

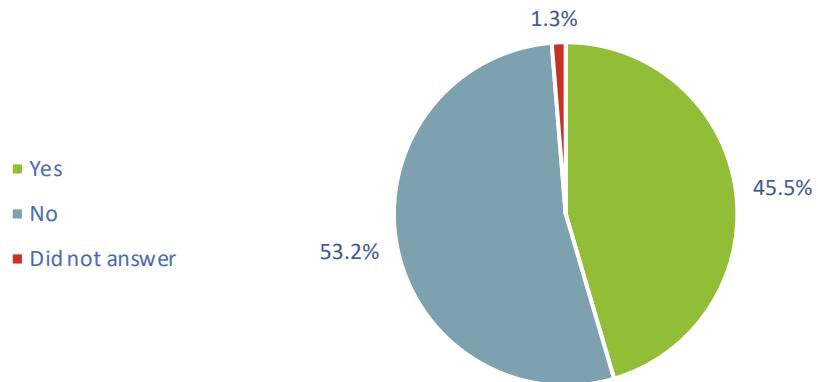


If yes, what kinds of concerns?

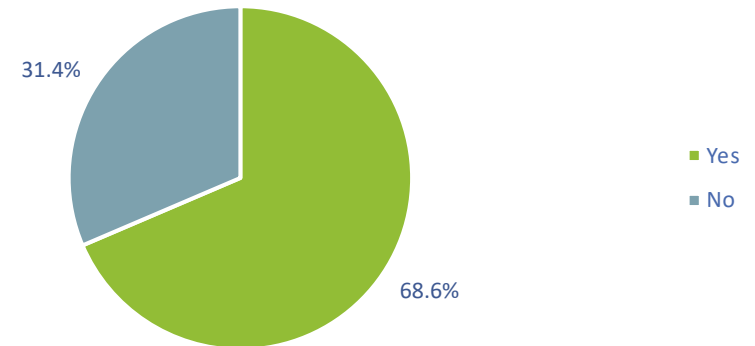


Plans for the Future

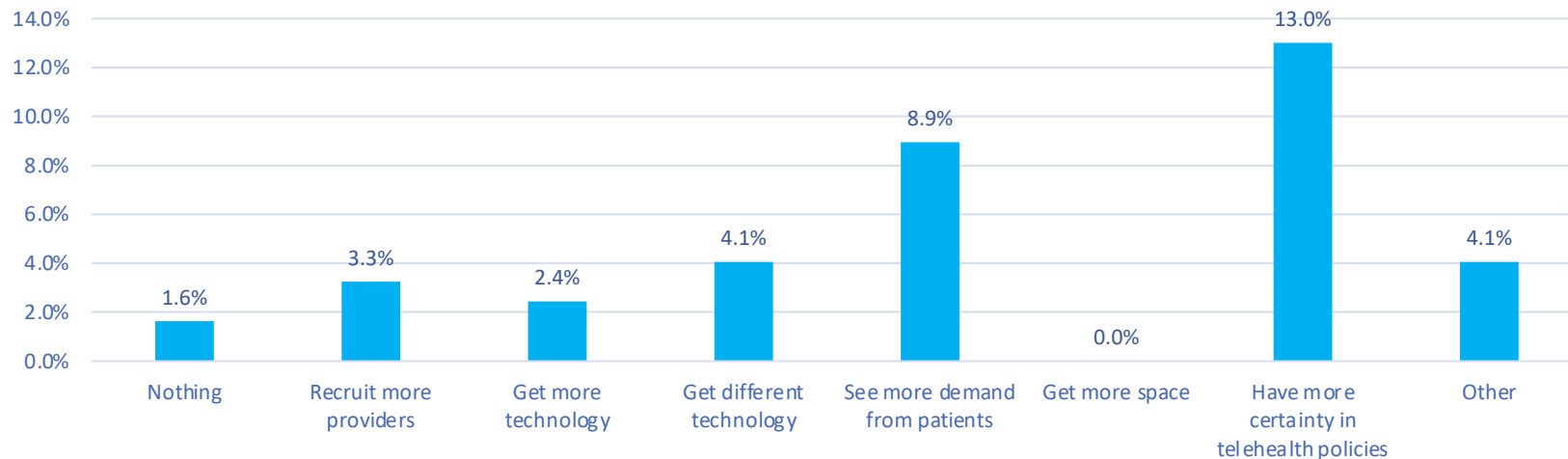
Is there more demand for telehealth than what you are currently providing?



If yes, are you planning to expand your telehealth offerings? (n = 105)



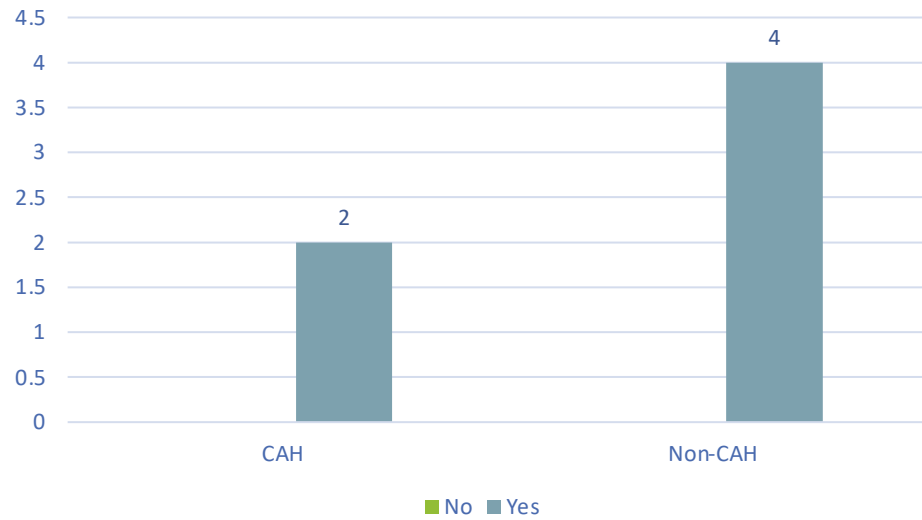
If no, what would need to change in order for you to expand? (n = 123)



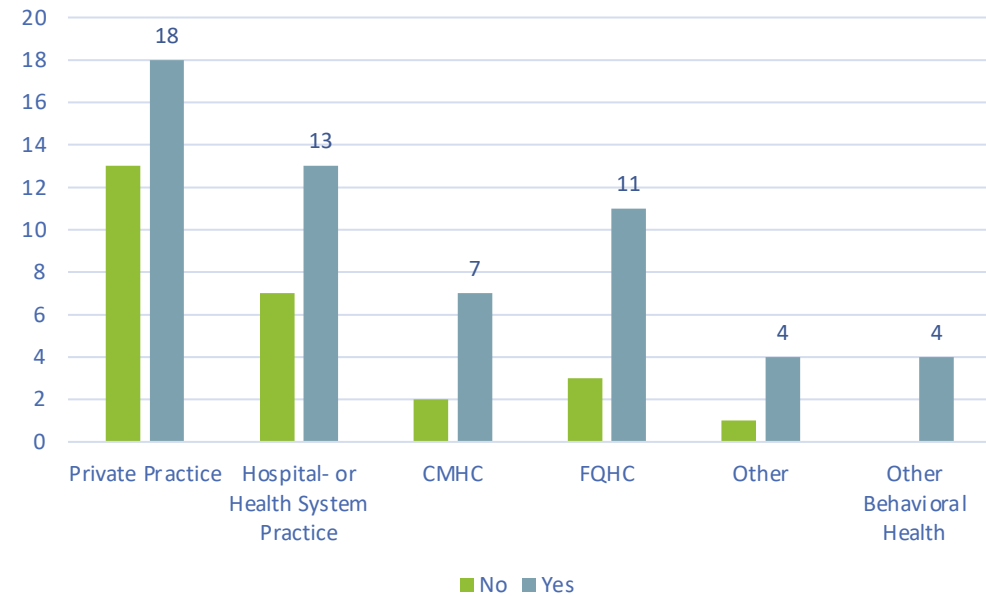
Plans for the Future



Inpatient Organizations: Are you planning to expand telehealth? (n = 6/11)



Outpatient Organizations: Are you planning to expand telehealth? (n = 83/199)



Questions?

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