

# PHC ADULT TELE-VIDEO SPECIALTY CARE FREQUENTLY ASKED QUESTIONS

## 1. What is telehealth?

Telehealth delivers health care and public health services by utilizing information and communication technologies to enable the diagnosis, consultation, treatment, education, care management, and self-management of a patient at a distance from health care providers.

## 2. How will telehealth help my patients receive specialty care?

Tele-video minimizes patient travel time to specialty care offices by allowing patients to be seen from their primary care offices. Patients who would otherwise travel great distances to specialty clinics, hospitals and doctor's offices will be able to speak with a specialist in live-video face-to-face environment directly from their primary care office. Tele-video is a great option for patients with unique healthcare needs who need support with preventative care treatment or follow-up services.

## 3. What are PHC's tele-video program requirements?

In order to participate in the program, health care organizations:

- Must be contracted with PHC for primary care
- Have existing compatible telehealth technology or equipment available for use OR be able to obtain such equipment prior to getting started
- High-speed internet connectivity and bandwidth
- Dedicated space and staffing to host tele-video appointments
- Have an existing number of PHC members that need specialty care

## 4. Which specialty care services are available to access via tele-video?\*

- Endocrinology
- Infectious Diseases (HIV & HEP B/C)
- Nephrology
- Neurology
- Nutrition
- Pulmonology
- Rheumatology
- Tele-psychiatry
- Transgender Care

*\*Specialties are subject to availability and can change with or without prior notice. Tele-psych services for mild to moderate conditions only and must be billed to Carelon Behavioral Health and not to PHC.*

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## 5. Who does PHC use as a specialty care telehealth provider?

PHC has partnered with TeleMed2U to provide access to specialty care telehealth services in our 14 counties. TeleMed2U (TM2U) is a multi-specialty group of board-certified physicians that supplies its clients with real-time access to specialists through the use of video telehealth. TM2U provides patients with access to medical specialists at their local primary care clinic and hospital, making it possible for them to receive care in a timely manner without the burden and expense of having to travel great distances (Increasing Access to Healthcare, 2020).

**Source:** TeleMed2U - Increasing Access to Healthcare. (2020). Retrieved from, <https://www.telemed2u.com/>

## 6. Why should you use TeleMed2U?

Partnership HealthPlan of California (PHC) contracted and partnered directly with TM2U in bringing specialty care access via telehealth to rural and underserved communities. TeleMed2U bills PHC directly for services rendered to PHC patients thus eliminating the cost of care to the healthcare organization. Additionally, TM2U uses a proven platform of point-to-point connections over private high-speed networks that meet the maximum requirements for HIPAA and HITECH compliance. The exchange of all healthcare information before, during and after each consultation is encryption protected based upon top industry standards for security and compliance. TM2U also continuously strives to deliver service excellence to clients, which includes: acute care and critical access hospitals, federally qualified health centers (FQHC), rural health centers (RHC), community health centers (CHC), tribal and Indian health centers (IHS), state and county health programs, correctional health facilities, and skilled nursing facilities (Telemedicine Practice with Extensive Experience, 2020). **Source:** TeleMed2U - Telemedicine Practice with Extensive Experience. (2020). Retrieved from, <https://www.telemed2u.com/about-us/>

## 7. Does PHC provide tele-video equipment?

PHC does not provide health care organizations with tele-video equipment, however, healthcare organizations can contact the California Telehealth Network and Resource Center for assistance on acquiring equipment or to learn more about available telehealth resources. Visit <https://www.caltrc.org/get-started/> to learn more.

## 8. Are health care organizations eligible to bill PHC for tele-video services provided to PHC patients?

Contracted health care organizations should refer to PHC's telehealth policy when billing for tele-video. Please review PHC's [Telehealth Policy MCUP3113](#) for details.

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## 9. Does PHC provide telehealth coordination funding to support specialty care access and tele-video implementation?

Yes, PHC provides contracted health care organizations with telehealth coordinator grant support which can help offset some of the cost associated with telehealth coordination. Please interested in receiving telehealth coordination grant support can review the [Telehealth Program Coordination Support Grant FAQ](#) for additional details on how to get started.

## 10. How can I get started using tele-video for my PHC patients?

Please contact [telemedicine@partnershiphp.org](mailto:telemedicine@partnershiphp.org) to get started. You can also view the tele-video application on our website [here](#).

## 11. Are there any health care organizations currently utilizing tele-video services with TM2U?

Yes, there are many other health care organizations currently using TeleMed2U for services. Please review [PHC's Telehealth Map](#) to view participating health centers.

## 12. Are all of my patients eligible to receive tele-video services through PHC's telehealth program?

### Patient eligibility requirements apply and are as follows.

- Members must have PHC primary or dual coverage (medi-medi's are OK)
- Members must be 18 years and older
- Members that are 17 and younger are only eligible to receive Nutrition (3+), Psychiatry (4+) or Transgender services at this time.

### Non eligible patients are as follows:

- Patients with private insurance or other coverages
- Patients covered by the county such as CCS members
- Patients with moderate to severe tele-psych needs must be referred to the county for assistance

## 13. Who can I contact in order to service my non-PHC patients for telehealth?

PHC does not provide tele-video services to non-PHC members. Health care organizations that are interested in setting up tele-video services for their non-PHC patients can contract directly with TeleMed2U by contacting Melissa Cook, Director of Business Development, at: [mcook@telem2u.com](mailto:mcook@telem2u.com)