

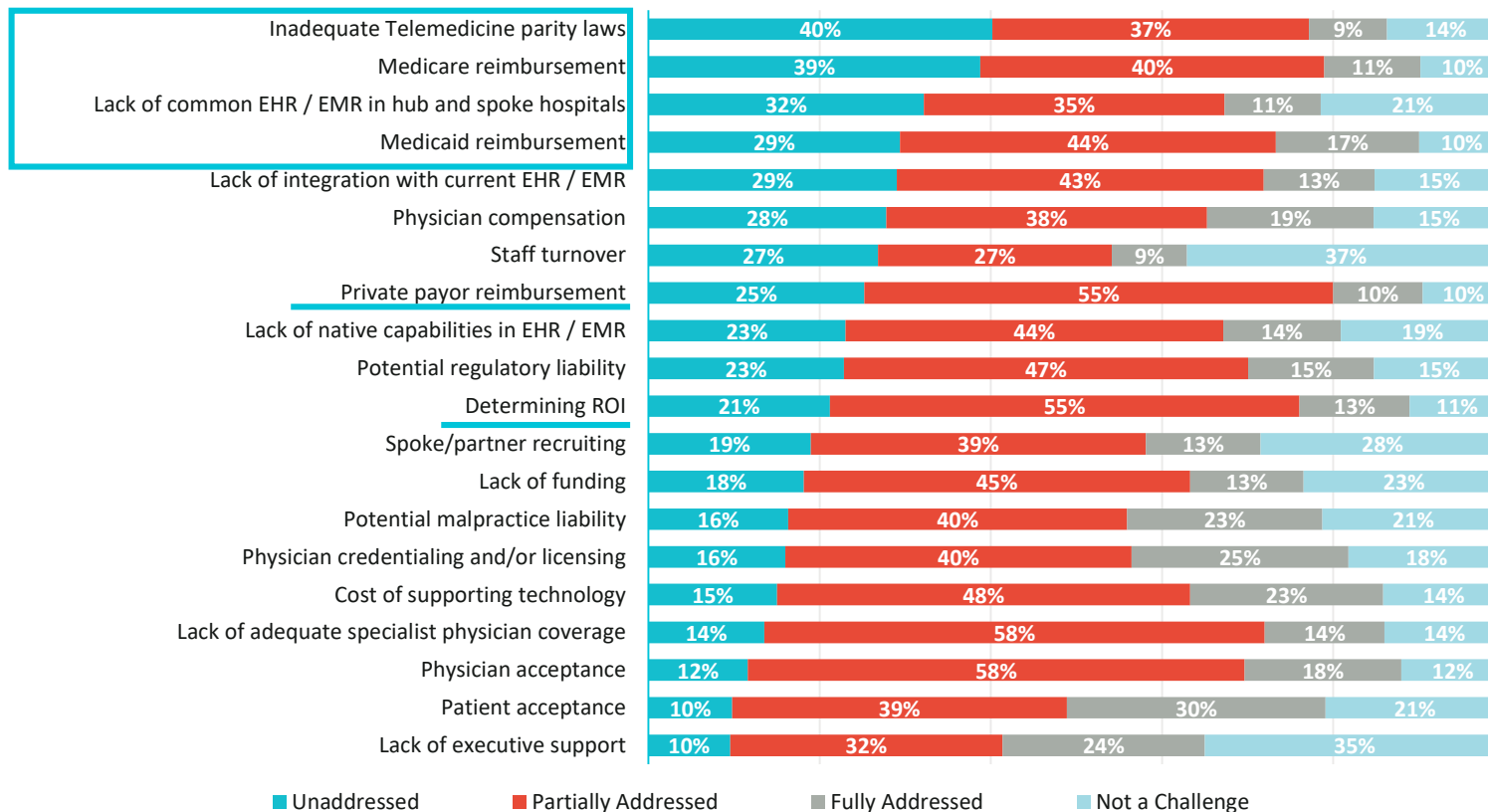


Trends in Telehealth Reimbursement - 2018

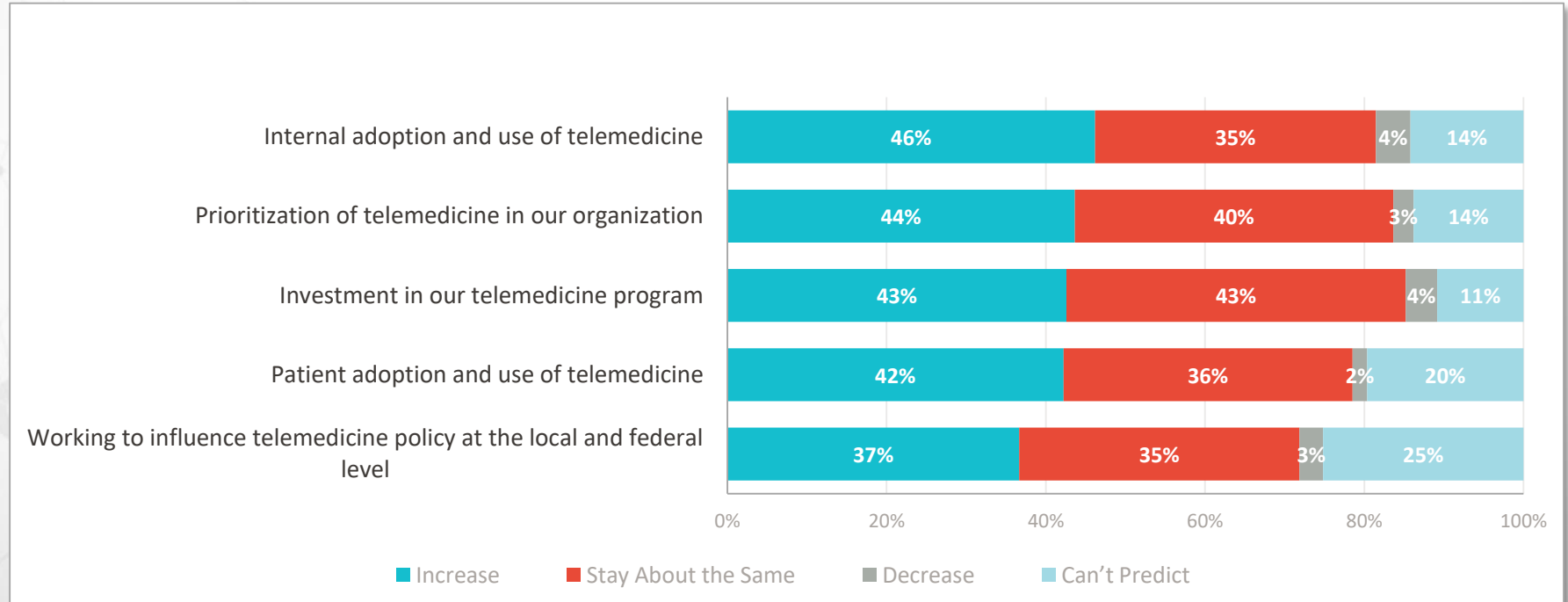
Andrew Saluke

Product Marketing Manager, Behavioral Health

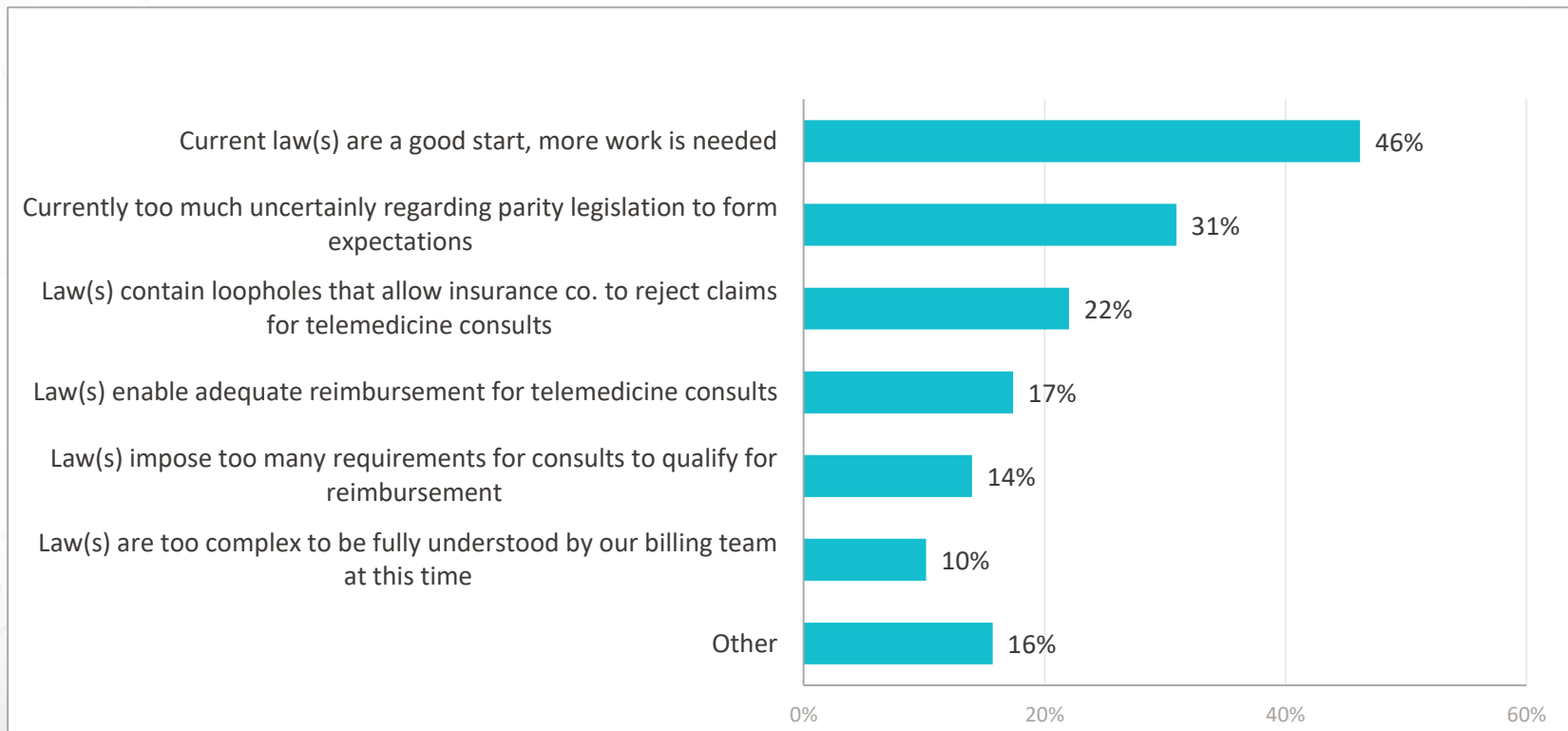
Telemedicine Program Challenges



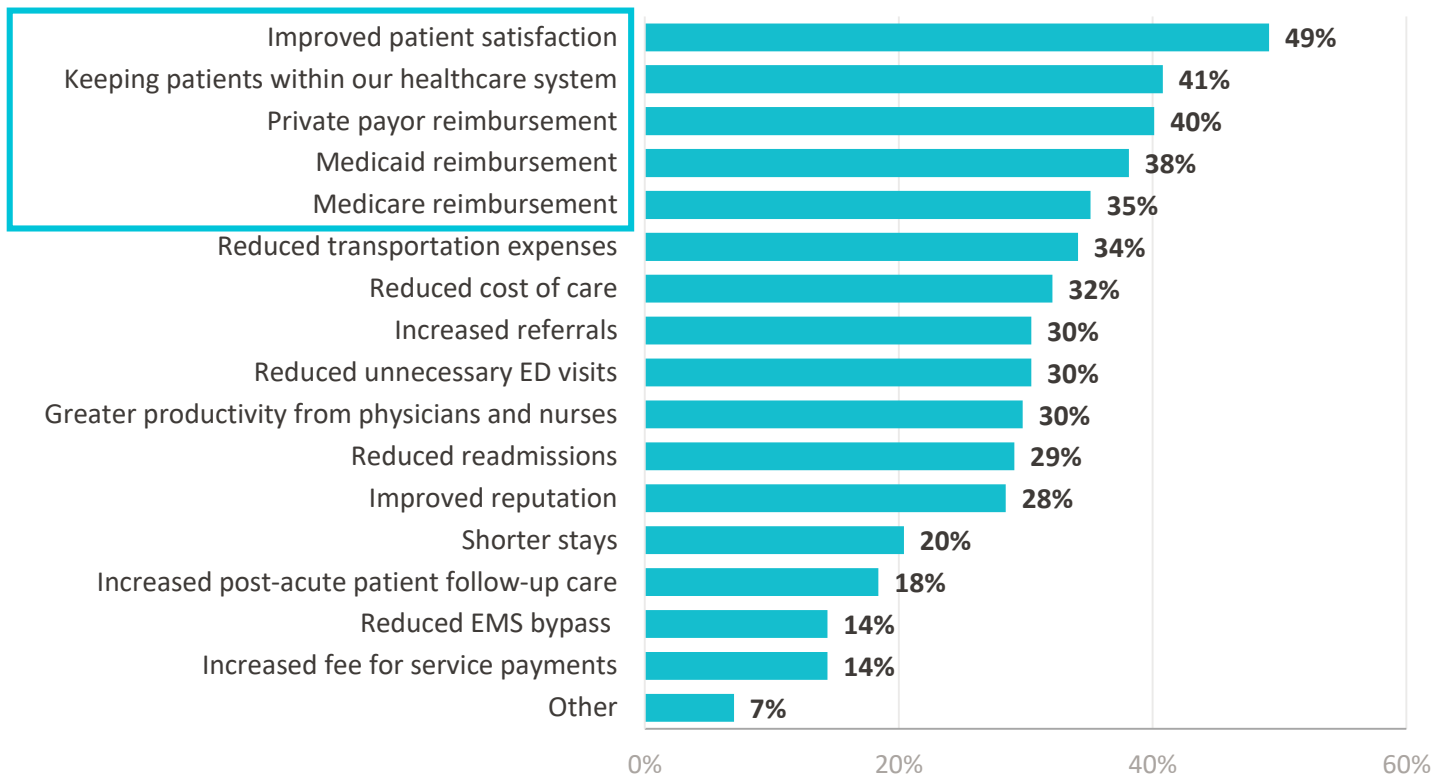
Response to Regulatory and Reimbursement Uncertainty



Telemedicine Payment Parity Laws



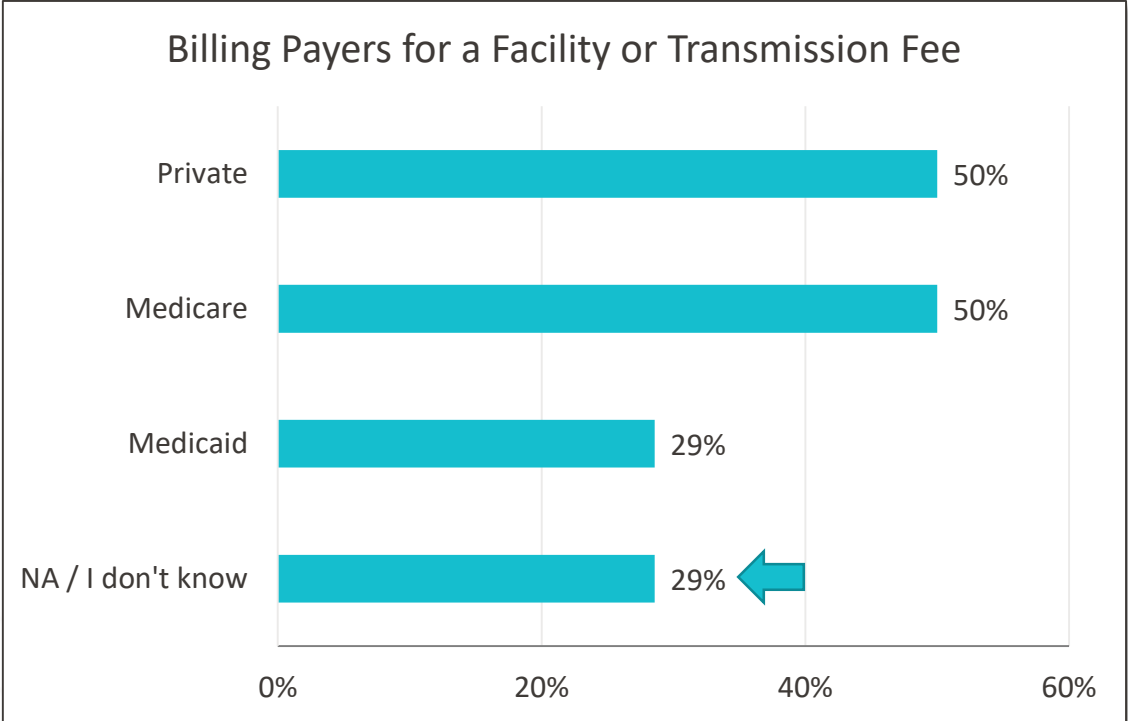
Primary Contributors to ROI



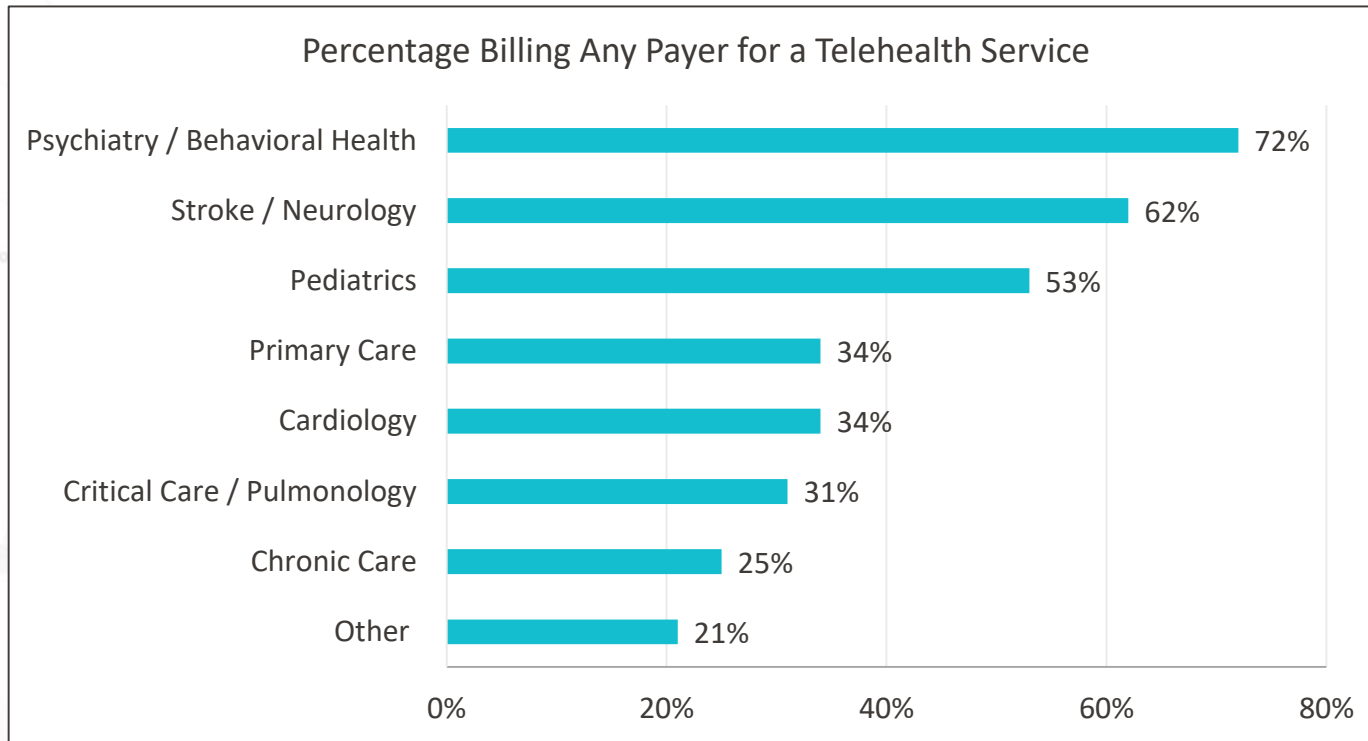
InTouch 2018 Reimbursement Survey - Background

- Conducted prior to Forum 2018; results presented there
- More than 100 respondents; 44% were directors of telehealth
- Telehealth program size varied; most state or regional
- One key aspect: we separately analyzed the responses of telehealth providers vs. recipients

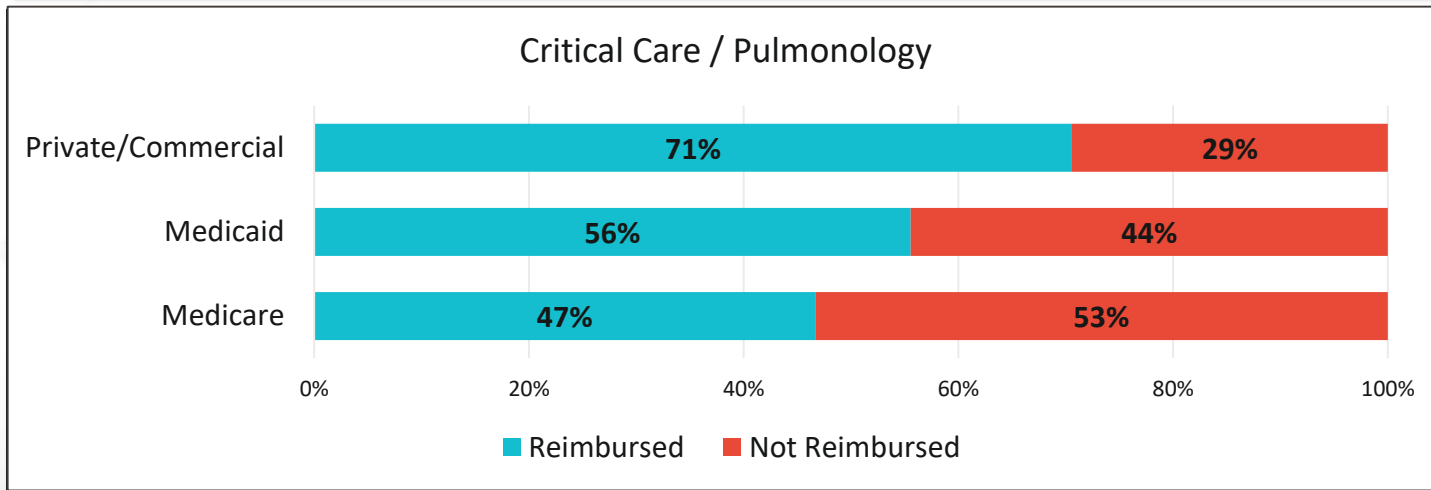
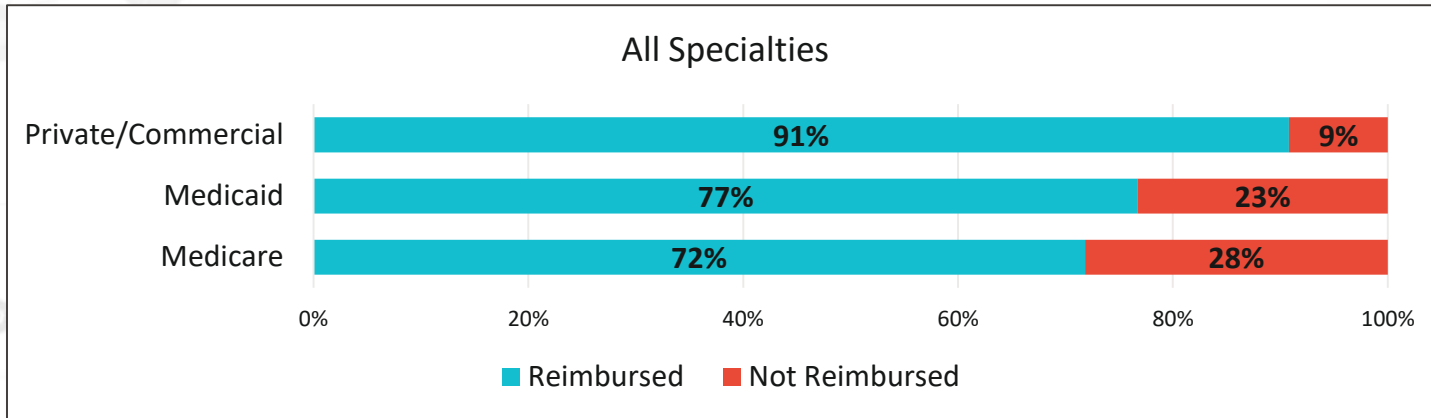
Facility Fee May Be Underutilized



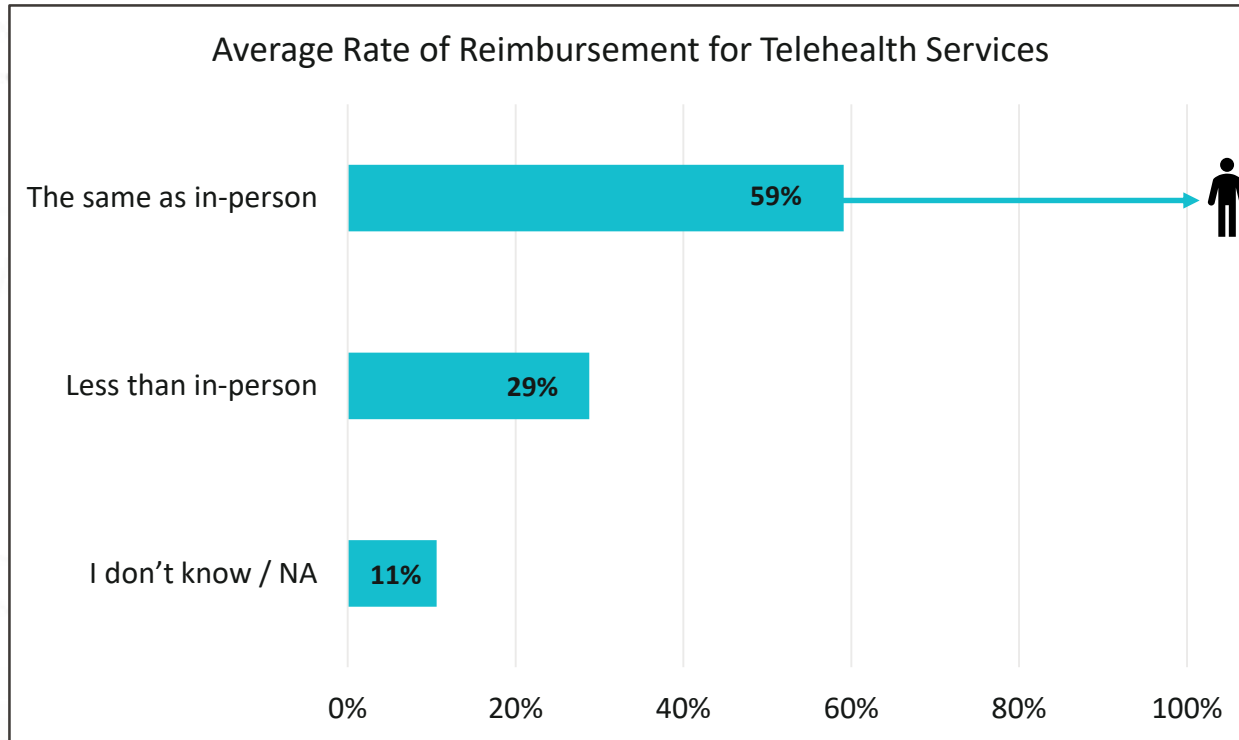
Providers Billing for a Variety of Telehealth Services



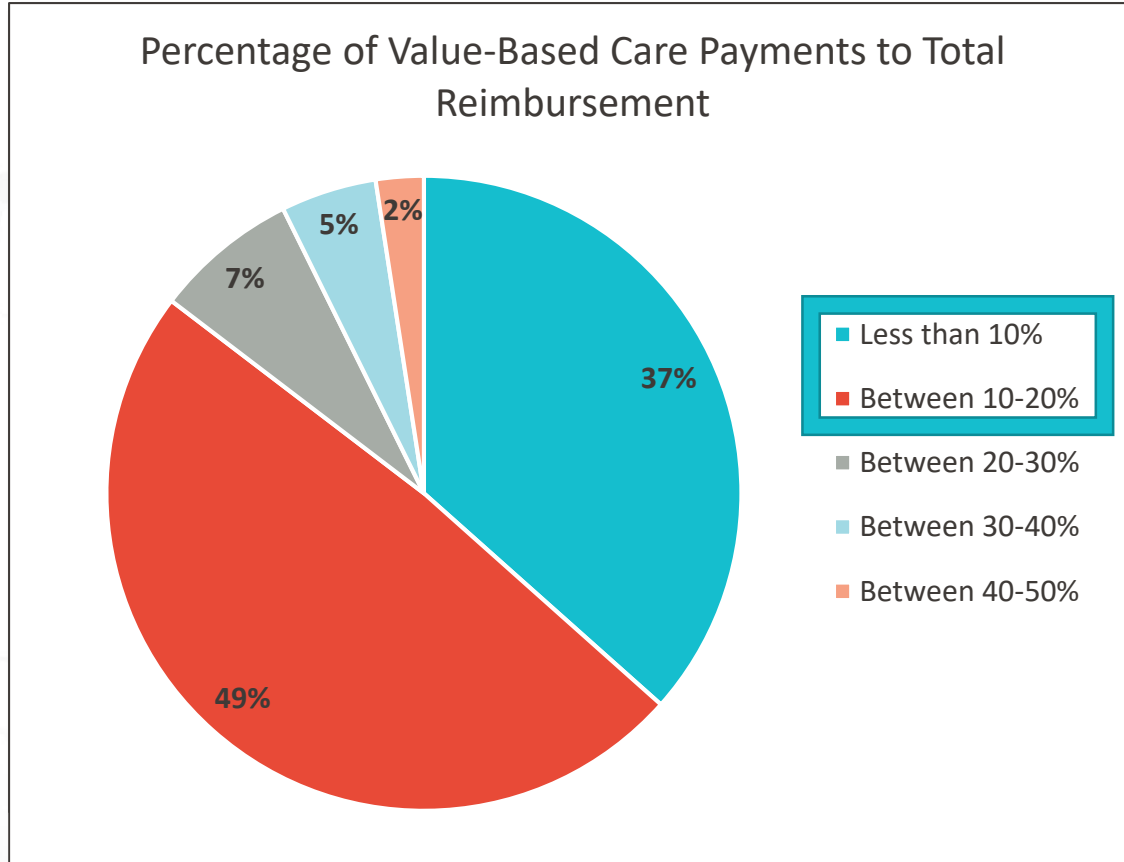
Professional Service Fee: Billed vs. Reimbursed



Rate of Reimbursement: Improvement Needed

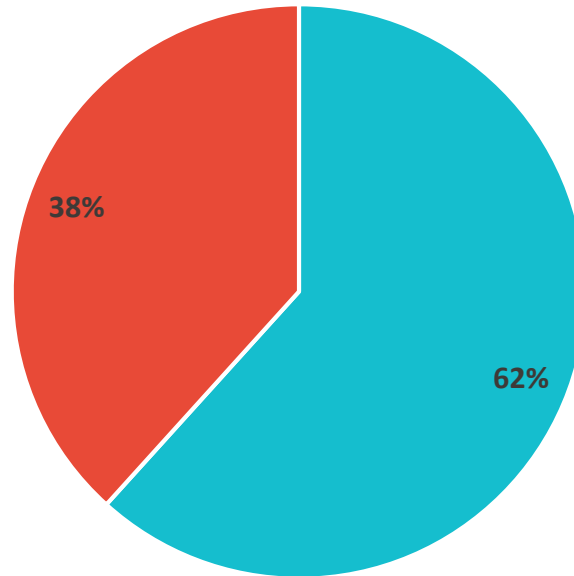


Reimbursement and Value-Based Care



Telehealth Crucial to Value Based Care

Currently Using Telehealth as a way to Deliver Service in a Value-Based Model



73% participate
in an ACO

53% participate
in bundled
payments

Key Takeaways

- Reimbursement and ROI remain significant challenges for telehealth programs
- Despite some level of regulatory uncertainty, programs continue to invest in telehealth
- While reimbursement is only part of ROI, Facility/Transmission fees appear to be underutilized
- Neurology and Behavioral Health are the most likely to be billed & reimbursed across payers
- Medicaid appears to reimburse more frequently than Medicare, except in Stroke/Neurology
- For roughly 30% of respondents, telehealth generally pays less than the in-person equivalent
- Value-Based Care: telehealth more frequently used in ACOs than for bundled payments

Thank You.