



# Telehealth in Kansas During COVID-19: A Status Report

Phase 1 Initial Results: Statewide Telehealth Survey  
Led by: United Methodist Health Ministry Fund

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Presented to: Robert G. (Bob) Bethell Joint Committee on Home  
and Community Based Services and KanCare Oversight  
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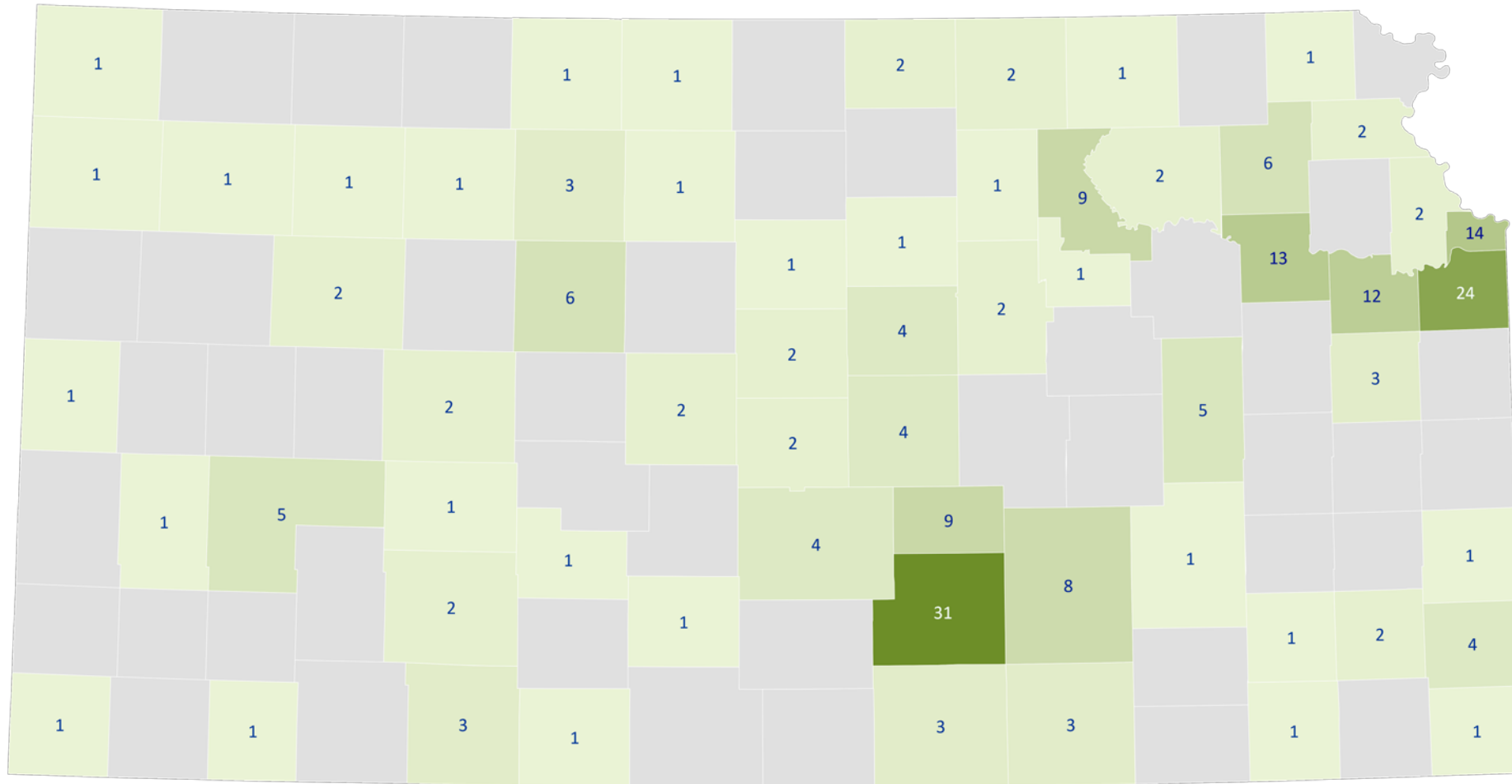


- Stakeholder groups convened:
  - American Academy of Pediatrics
  - Association of Community Mental Health Centers
  - Behavioral Health Network of Kansas
  - Community Care Network of Kansas
  - Kansas Academy of Family Physicians
  - Kansas Association of Osteopathic Medicine
  - Kansas Hospital Association
  - Kansas Medical Society
- Sponsor: UMHMF
- Survey with open- and closed-ended questions
  - Administered via RedCap
  - Link distributed by the above groups
- 247 respondents; 231 answered the majority of the questions

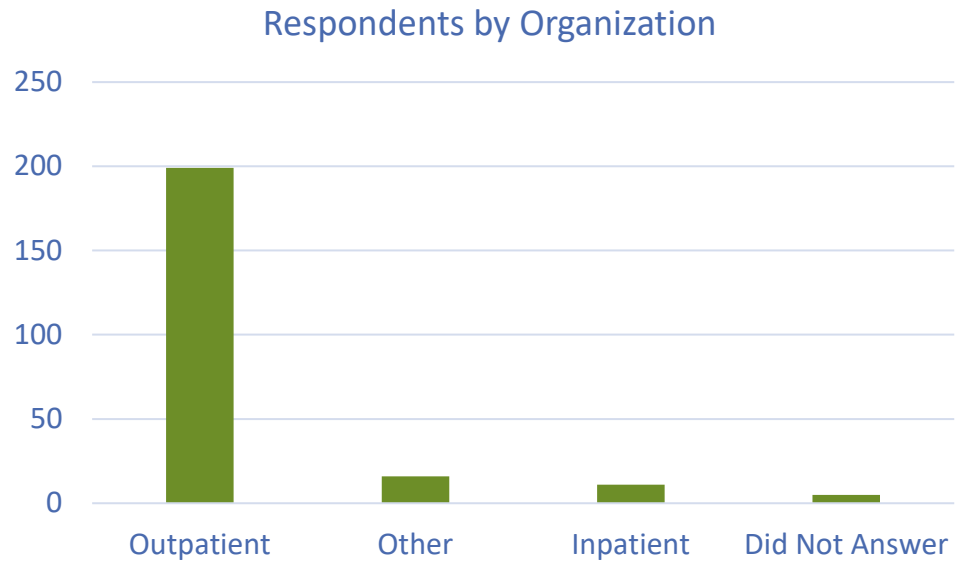
# Key Takeaways

- Survey answered mostly by outpatient organizations, primary care physicians
- Respondents indicated mostly physicians, NPs, PAs, and behavioral health professionals are providing telehealth
- Videoconferencing is the most common modality across settings
- Primary care, patient education, chronic care, and counseling/therapy are the most commonly provided telehealth services
- Respondents' top policy priority is payment parity
- They perceived that insurance coverage of telehealth has become more prevalent from 2019 to 2020
- Perceptions of reimbursement across payers have become more positive from 2019 to 2020
- All 2020 policy changes largely characterized as having somewhat or very positive impact
- They perceive that their patients, their organizations, and they have all had largely positive experiences with telehealth

# Geographic Distribution of Respondents



# Respondents by Organization



Type of Organization	Number	Percent
Inpatient organization	11	4.8%
Outpatient organization	199	86.1%
Other type of organization	16	6.9%
Did not answer	5	2.2%
Total	231	100.0%

# Types of Professionals Represented

Type of Professional			Type of Physician		
	Number	Percent		Number	Percent
Physician	140	60.6%	Primary Care	121	86.4%
Administrator	66	28.6%	Other Medical Specialty	8	5.7%
Behavioral Health	13	5.6%	Psychiatry	5	3.6%
Nurse	5	2.2%	Surgical Specialty	4	2.9%
Other	4	1.7%	Other	2	1.4%
Did Not Answer	2	0.9%			
NP or PA	1	0.4%			
<b>Total</b>	<b>231</b>	<b>100.0%</b>	<b>Total</b>	<b>140</b>	<b>100.0%</b>

# 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?

All respondents	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%

# Comparing 2019 to 2020, how has insurance coverage of telehealth services changed, if at all?

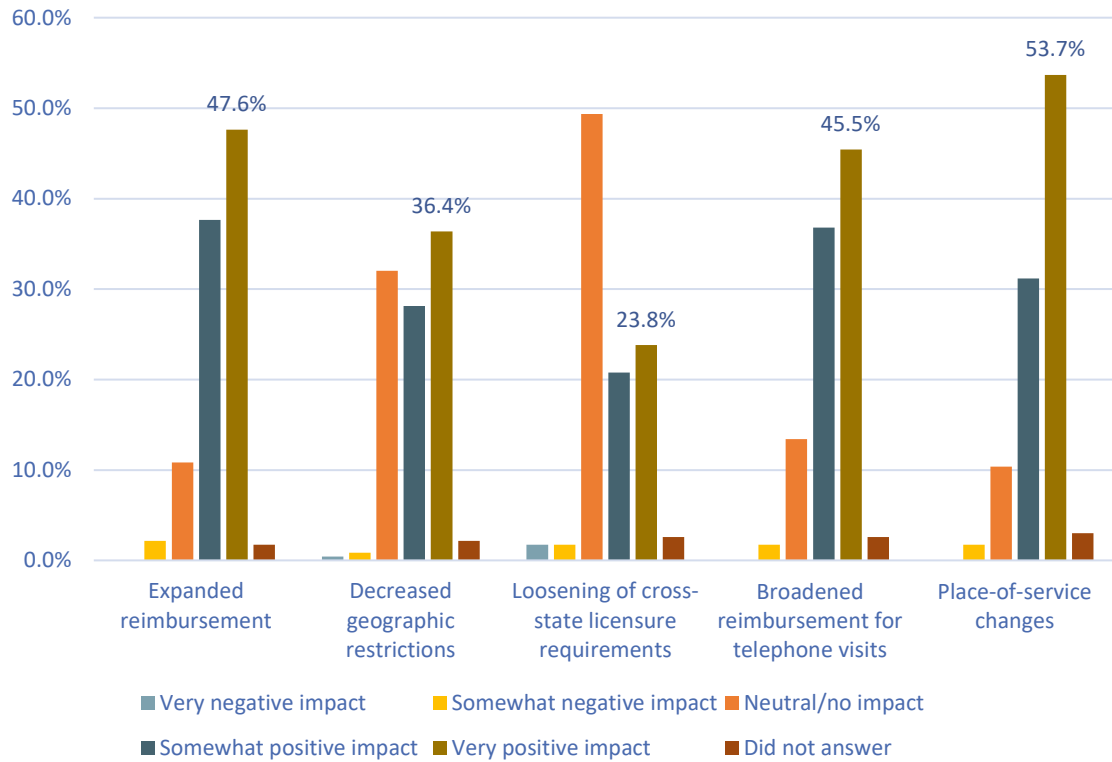


All Respondents	Number	Percent
No coverage either period	2	0.9%
Decreased coverage from 2019 to 2020	2	0.9%
The same coverage in 2019 and 2020	11	4.8%
Increased coverage from 2019 to 2020	172	74.5%
Unknown	43	18.6%
Did not answer	1	0.4%
Total	231	100.0%

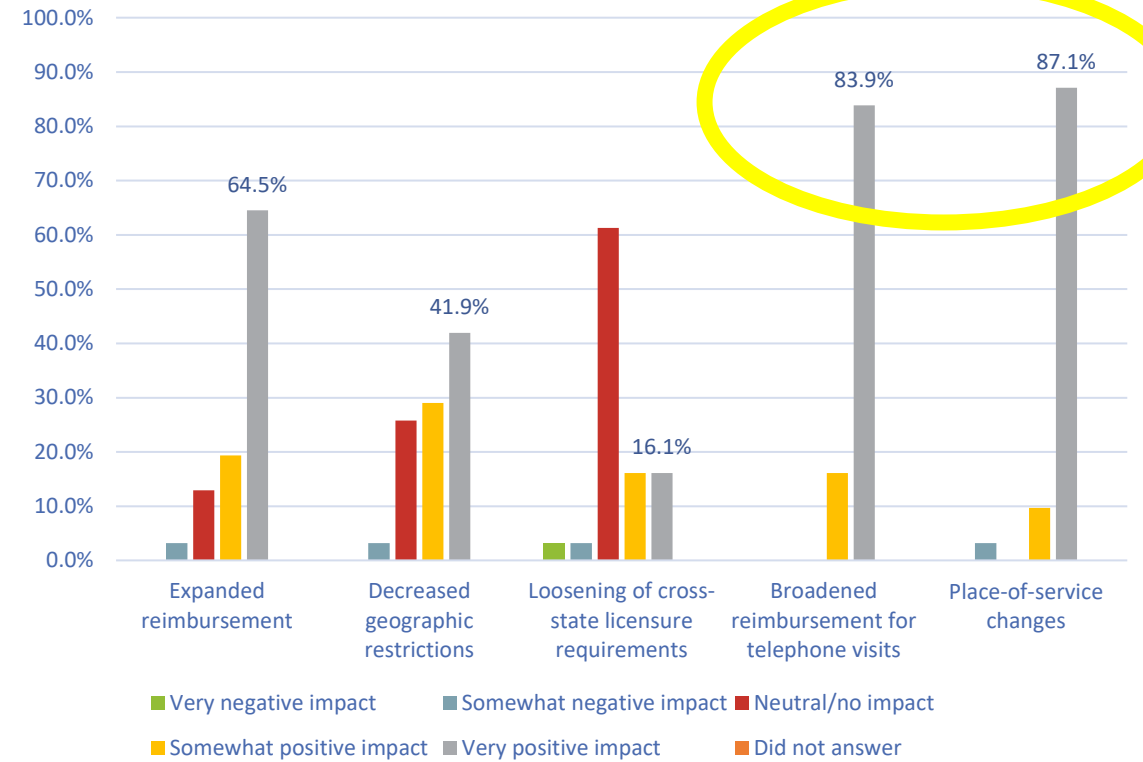
# Ratings of Policy Impacts



All Respondents



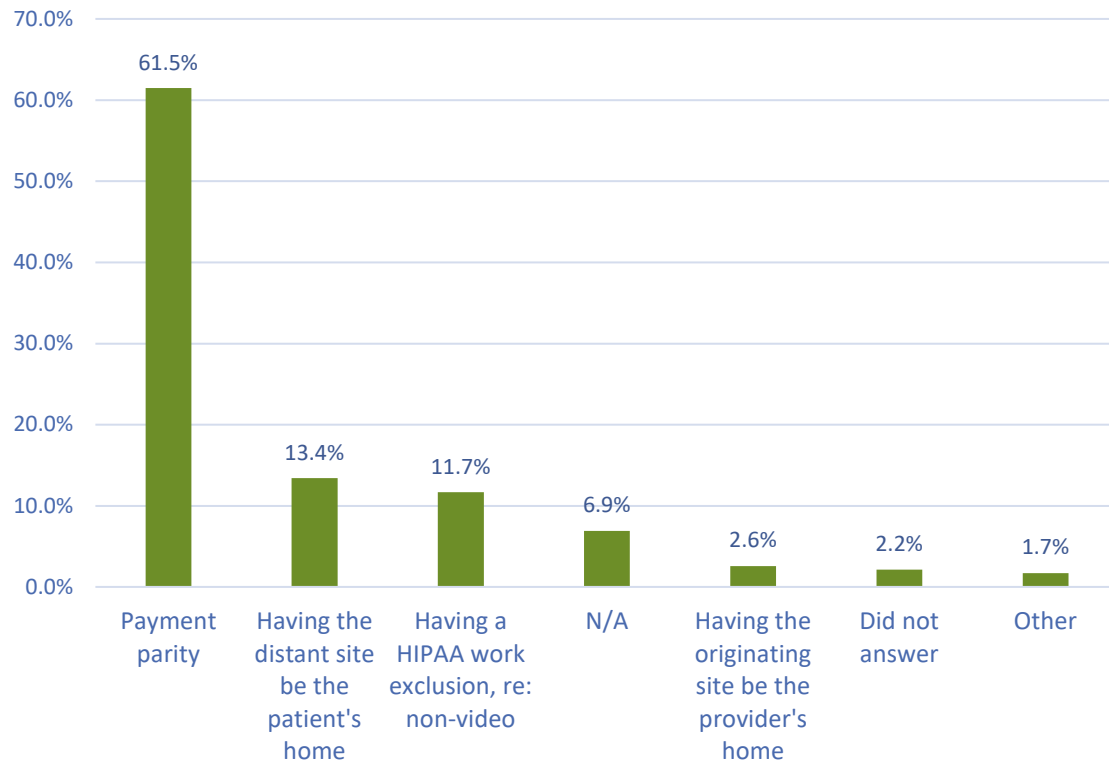
CMHCs and Other Behavioral Health



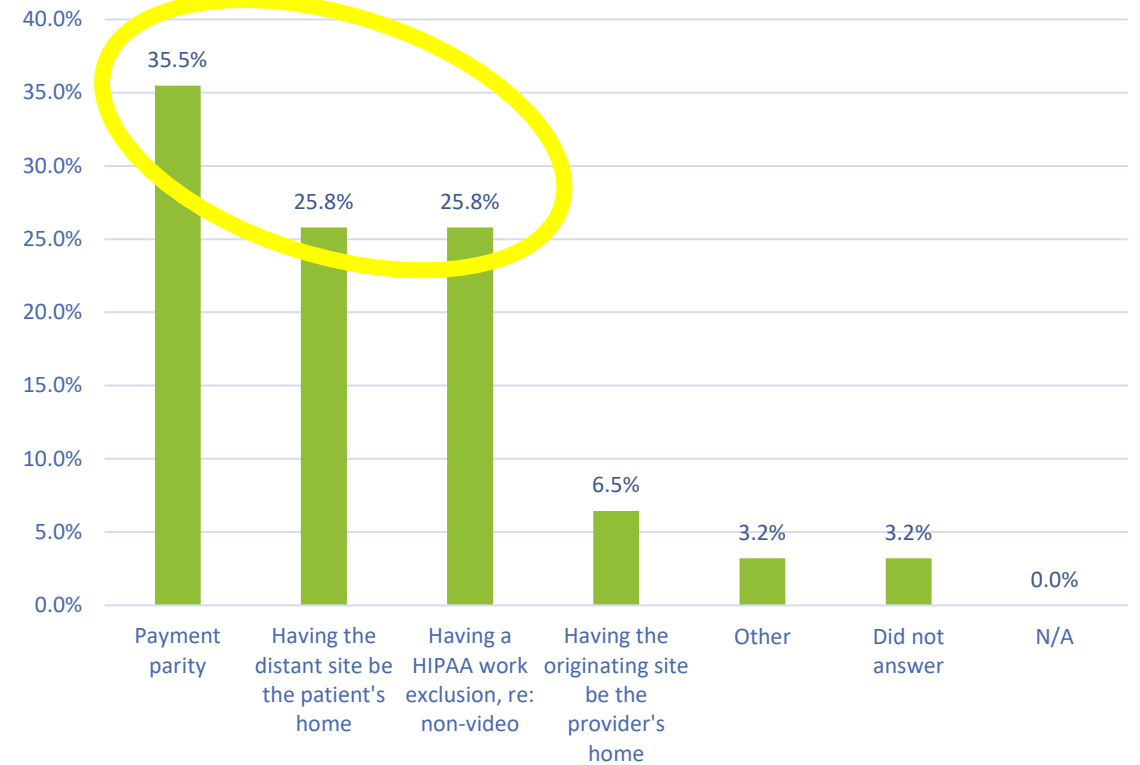
# Top Policy Priorities



All Respondents



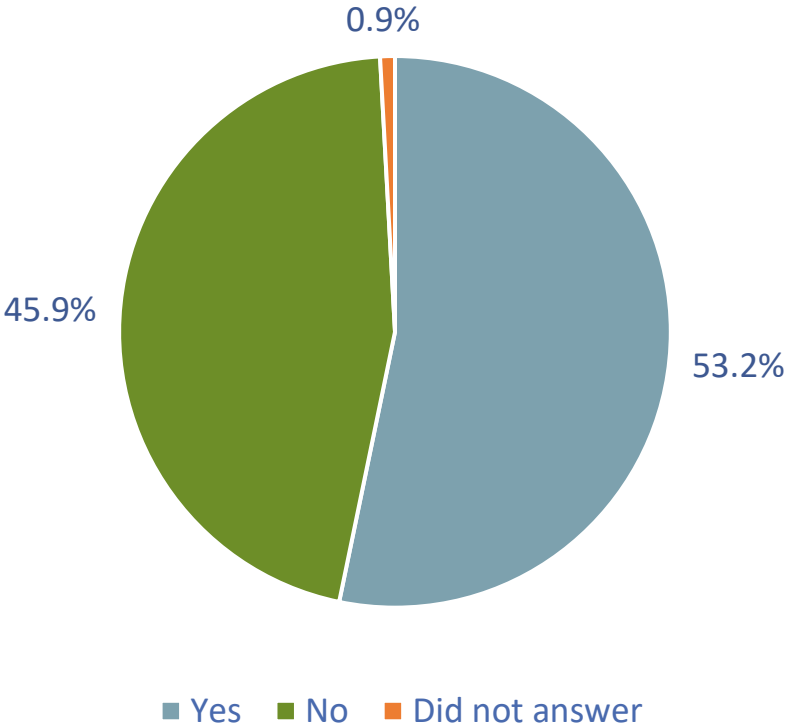
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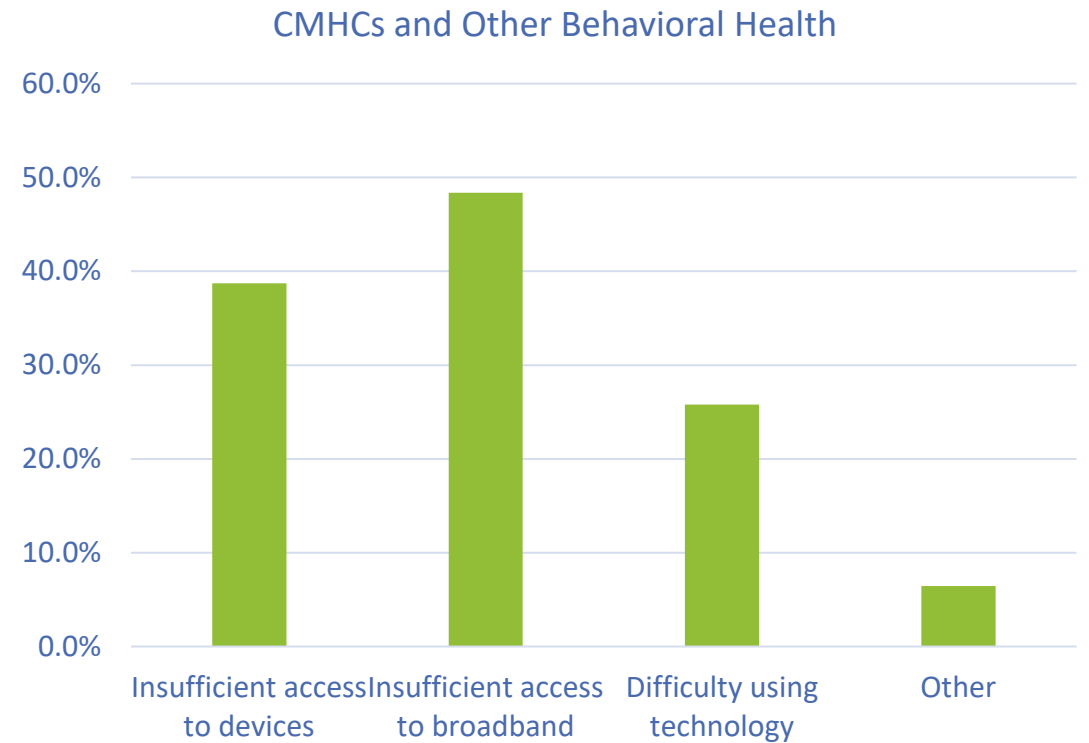
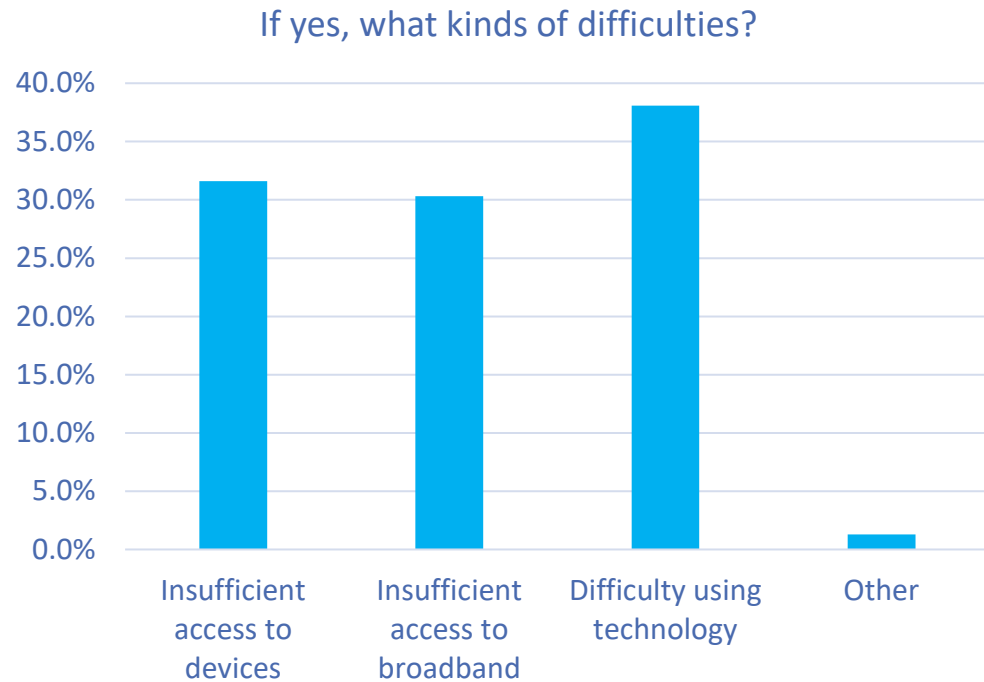
# The Telehealth Experience



Do you think your patients have difficulty accessing telehealth?



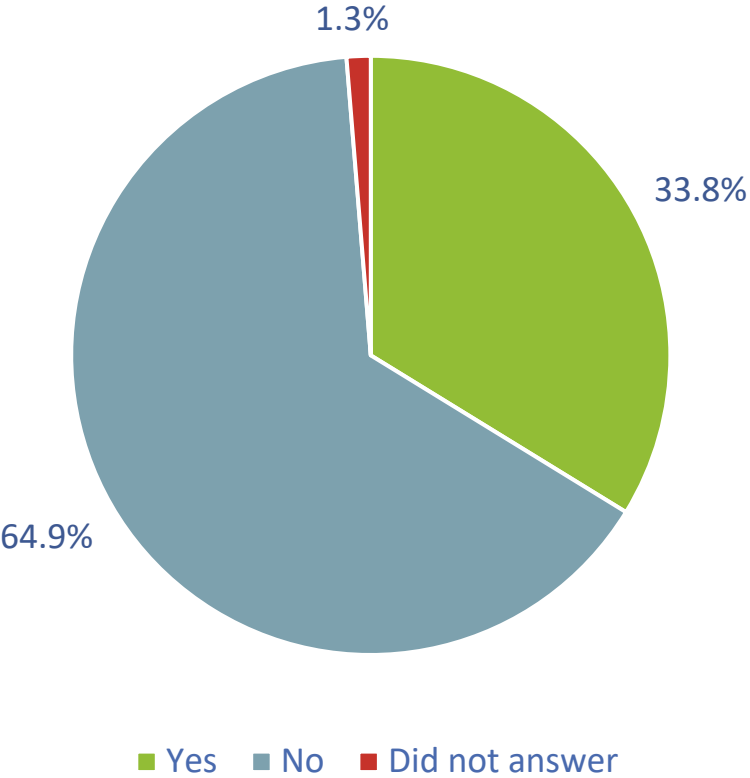
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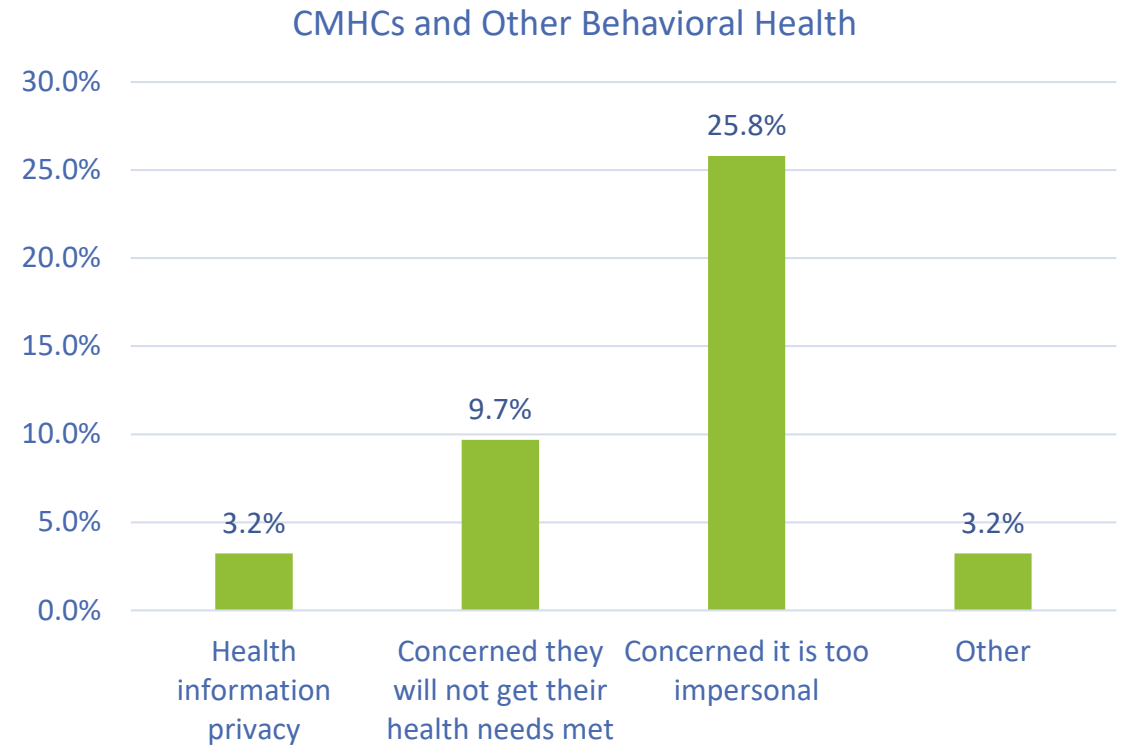
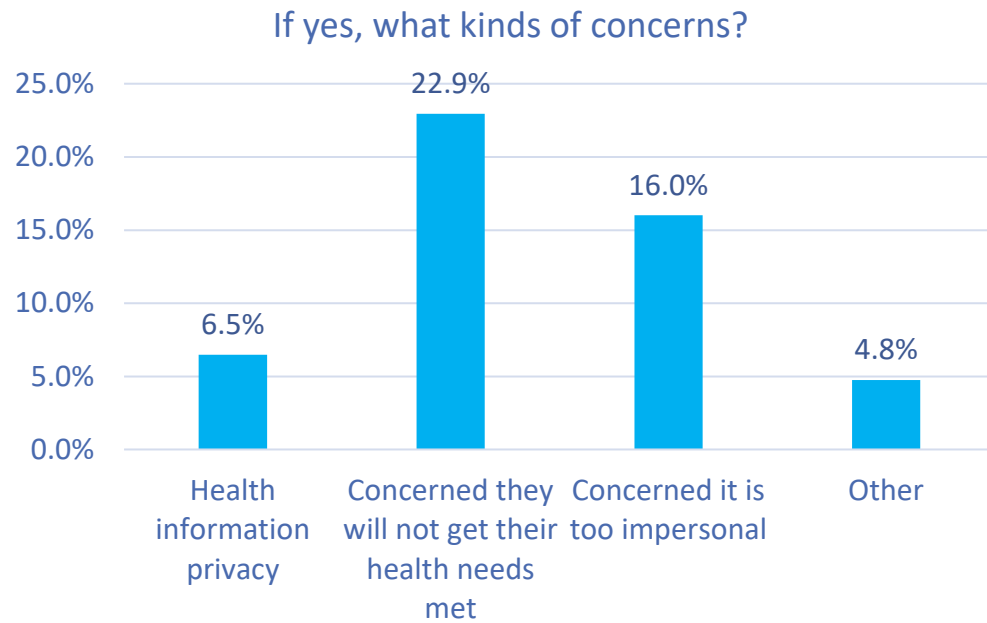
# The Telehealth Experience



Do you think your patients have concerns about using telehealth?

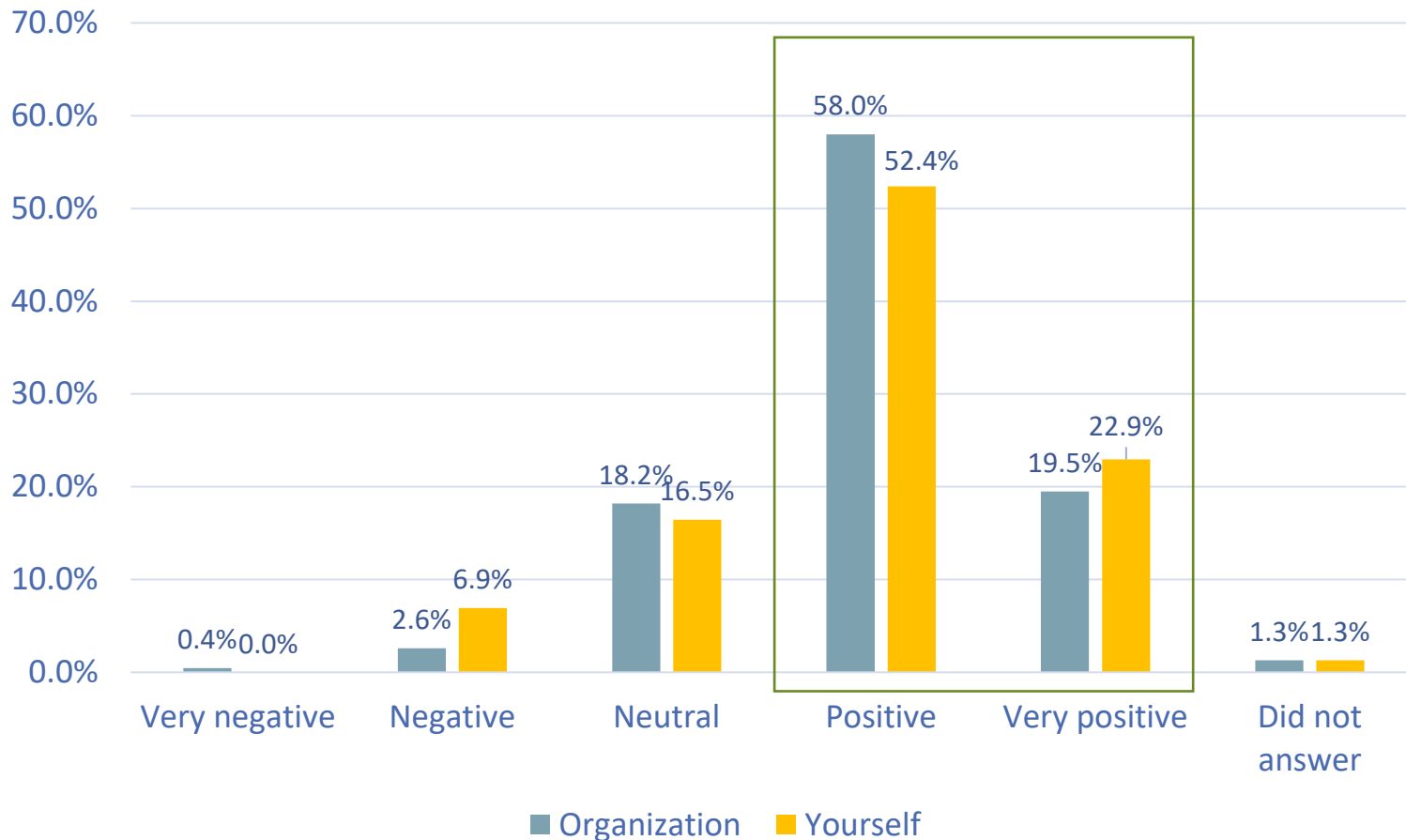


# The Telehealth Experience





# How would you characterize your organization's and your experiences with telehealth?



Totals:

Positive or Very Positive  
(Organization):  
77.5%

Positive or Very Positive (Self):  
75.3%

# Phase 2



# Phase 2: Follow-up Provider Interviews



- Sampling frame: providers who self-identified in Phase 1 as willing to be contacted
- Sampling for maximum variation
  - Each stakeholder group will reach out to their self-identified members
  - The sample will include all types of professionals and organizations represented in the survey results
  - The goal is to seek out different experiences with and perspectives on telehealth

## Phase 2: Example areas for follow-up with providers

- What kinds of patients [and/or services] are best suited for telehealth?
- How do you ensure the quality of care delivered via telehealth is at least equal to the quality you deliver in-person?
- How involved are you in billing/reimbursement? What is your perspective on the cost of telehealth?
- Given everything that has happened in 2020, tell me what you think the future of telehealth looks like.

# Questions?

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