

## Introduction

Table 1 provides a list of telehealth resources that the Telehealth Workgroup identified as being useful and informative for the industry. This list is not all inclusive. The Telehealth Workgroup plans to review and update this list semiannually. Please contact the Telehealth Workgroup co-chairs to have additional resources considered for inclusion in the guide.

The scope of this document is to provide telehealth resources and the goals are to:

- Provide a convenient place to access various telehealth resources;
- Identify telehealth resources that are relevant, up-to-date, and represent a diversity of views on the topic; and
- Provide relevant federal and state regulations and policies.

The categories in the guide are:

- Federal Regulations, Policies, and Information (includes Coverage and Reimbursement)
- State Legislation, Regulations, Policies, and Information (includes Coverage and Reimbursement)
- Licensure
- Associations and Other Organizations
- Health Care Systems and Use Cases
- General Fact Sheets, Guides, and Reports
- Studies/Pilots

Notes:

- WEDI is not endorsing any products, services, or companies listed in this resource.
- Some resources use the term “telemedicine.”
- Web addresses may change and the links in the guide might not work. The Telehealth Workgroup will make efforts to keep the addresses up-to-date.

## Recognition in Development of Work Product

The following individuals have contributed to the leadership in the development of this issue brief:  
WEDI Telehealth WG Co-Chairs

- a. Alison Armstrong, Anthem
- b. Nancy Spector, American Medical Association

The WEDI Telehealth Workgroup members have contributed to this paper, with a special thanks to Sean Whitney, Anthem, and Tracy Turner, Oklahoma Health Care Authority.

## Table 1 – Telehealth Resources

### Key:

Category
Subcategory
More information

Resource/Title	Location	Comments
<b>FEDERAL LEGISLATION, REGULATIONS, POLICIES, AND INFORMATION (INCLUDES COVERAGE AND REIMBURSEMENT)</b>		
Ryan Haight Online Pharmacy Consumer Protection Act of 2008		
Statute	<a href="https://www.gpo.gov/fdsys/pkg/PLAW-110publ425/pdf/PLAW-110publ425.pdf">https://www.gpo.gov/fdsys/pkg/PLAW-110publ425/pdf/PLAW-110publ425.pdf</a>	
Summary of law	<a href="https://www.govtrack.us/congress/bills/110/hr6353/summary">https://www.govtrack.us/congress/bills/110/hr6353/summary</a>	The law authorizes the Attorney General to issue a special registration under this Act for telemedicine practitioners. It requires practitioners who issue a prescription for a controlled substance under the authorization to conduct telemedicine during a medical emergency to report to the Secretary of Veterans Affairs the authorization of that emergency prescription.
“Telemedicine and the Controlled Substances Act,” presentation, December 2017	<a href="https://www.deadiversion.usdoj.gov/mtgs/drug_chemical/2017/arnold2.pdf">https://www.deadiversion.usdoj.gov/mtgs/drug_chemical/2017/arnold2.pdf</a>	Slide presentation from December 2017 giving an overview of the Ryan Haight Act.
Medicare		
42 CFR 410.78 - Telehealth Services	<a href="https://www.gpo.gov/fdsys/granule/CFR-2011-title42-vol2/CFR-2011-title42-vol2-sec410-78">https://www.gpo.gov/fdsys/granule/CFR-2011-title42-vol2/CFR-2011-title42-vol2-sec410-78</a>	Code of Federal Regulations that defines telehealth services.
Section 1834 (m) of the Social Security Act	<a href="https://www.ssa.gov/OP_Home/ssact/title18/1834.htm">https://www.ssa.gov/OP_Home/ssact/title18/1834.htm</a>	Special payment rules for telehealth services.
Centers for Medicare & Medicaid Services (CMS) Website – Telehealth	<a href="https://www.cms.gov/Medicare/Medicare-General-Information/Telehealth/index.html">https://www.cms.gov/Medicare/Medicare-General-Information/Telehealth/index.html</a>	Information on how to submit requests for changes to the services defined by Medicare as telehealth services.

Resource/Title	Location	Comments
"Telehealth Services" CMS Medicare Learning Network (MLN), February 2018	<a href="https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/downloads/TelehealthSrvcsfctsh.pdf">https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/downloads/TelehealthSrvcsfctsh.pdf</a>	Information on 2018 Medicare telehealth services topics, including originating sites, distant site practitioners, billing and payment for professional services furnished via telehealth, and billing and payment for the originating site facility fee.
Medicare Claims Processing Manual; Chapter 12 – Physicians/Nonphysician Practitioners; Section 190 – Medicare Payment for Telehealth Services	<a href="https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Downloads/clm104c12.pdf">https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Downloads/clm104c12.pdf</a>	Information on Medicare payment for telehealth services.
Medicaid		
Medicaid.gov Website - Telemedicine	<a href="https://www.medicaid.gov/medicaid/benefits/telemed/index.html">https://www.medicaid.gov/medicaid/benefits/telemed/index.html</a>	Information specific to Medicaid on telemedicine.
Individual states	Visit the individual states' websites for information on their telehealth requirements and coverage.	
Veterans Administration (VA)		
VA Website – Telehealth	<a href="https://www.telehealth.va.gov/">https://www.telehealth.va.gov/</a>	Information on HRSA telehealth resources.
Medicare Telehealth Payment Eligibility Analyzer	<a href="https://datawarehouse.hrsa.gov/tools/analyzers/geo/Telehealth.aspx">https://datawarehouse.hrsa.gov/tools/analyzers/geo/Telehealth.aspx</a>	Tool to check an address to see if it is eligible for Medicare originating site payment.
Telehealth Resource Centers Website	<a href="https://www.telehealthresourcecenter.org/">https://www.telehealthresourcecenter.org/</a>	Established through a grant by HRSA. Information on telehealth resource centers throughout the country. Also provides resources on various topics including operations, reimbursement, legal and regulatory, and training.

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Indian Health Service (IHS)		
IHS Website	<a href="http://www.ihs.gov">www.ihs.gov</a>	Information specific to Medicaid on telemedicine.
TeleBehavioral Health Center of Excellence (TBHCE)	<a href="https://www.ihs.gov/telebehavioral/telehealth/">https://www.ihs.gov/telebehavioral/telehealth/</a>	TBHCE supports telehealth services within IHS.
<b>STATE LEGISLATION, REGULATIONS, POLICIES, AND INFORMATION (INCLUDES COVERAGE AND REIMBURSEMENT)</b>		
National Conference of State Legislatures	<a href="http://www.ncsl.org/research/health/state-coverage-for-telehealth-services.aspx">http://www.ncsl.org/research/health/state-coverage-for-telehealth-services.aspx</a>	Information on state coverage of telehealth services.
Center for Connected Health Policy – State Telehealth Laws and Reimbursement Policies Report	<a href="http://www.cchpca.org/state-telehealth-laws-and-reimbursement-policies-report">http://www.cchpca.org/state-telehealth-laws-and-reimbursement-policies-report</a>	Information on state Medicaid telehealth policies and laws.
Minnesota	<a href="https://www.revisor.mn.gov/statutes/?id=62A.67">https://www.revisor.mn.gov/statutes/?id=62A.67</a>	Minnesota Telemedicine Act – Sections 62A.671 and 62A.672.
<b>LICENSURE</b>		
Interstate Medical Licensure Compact Website	<a href="https://imlcc.org/">https://imlcc.org/</a> Or <a href="http://www.licenseportability.org/">http://www.licenseportability.org/</a>	The Interstate Medical Licensure Compact offers a voluntary expedited pathway to licensure for qualified physicians who wish to practice in multiple states.
Federation of State Medical Boards	<a href="https://www.fsmb.org/">https://www.fsmb.org/</a>	Provides a list of telemedicine policies by state ( <a href="http://www.fsmb.org/globalassets/advocacy/key-issues/telemedicine_policies_by_state.pdf">http://www.fsmb.org/globalassets/advocacy/key-issues/telemedicine_policies_by_state.pdf</a> ) and additional resources.
National Council of State Boards of Nursing	<a href="https://www.ncsbn.org/index.htm">https://www.ncsbn.org/index.htm</a>	Information on the Nurse Licensure Compact.
<b>ASSOCIATIONS AND OTHER ORGANIZATIONS</b>		
Alliance for Connected Care		
Alliance for Connected Care Website	<a href="http://www.connectwithcare.org">http://www.connectwithcare.org</a>	
American Hospital Association (AHA)		
AHA Website	<a href="http://www.aha.org">www.aha.org</a>	

Resource/Title	Location	Comments
AHA Telehealth Research	<a href="https://www.aha.org/guidesreports/2017-12-11-aha-telehealth-research">https://www.aha.org/guidesreports/2017-12-11-aha-telehealth-research</a>	Includes links to: <ul style="list-style-type: none"> <li>• “Fact Sheet: Telehealth,” July 2017</li> <li>• “Telehealth: Helping Hospitals Deliver Cost-Effective Care,” April 2016</li> <li>• “Realize the Promise of Telehealth: Understanding the Legal and Regulatory Challenges,” May 2015</li> <li>• “The Promise of Telehealth for Hospitals, Health Systems and Their Communities,” January 2015</li> </ul>
Use of Telehealth in Hospitals and Health Systems	<a href="https://www.aha.org/2017-12-11-use-telehealth-hospitals-and-health-systems">https://www.aha.org/2017-12-11-use-telehealth-hospitals-and-health-systems</a>	Case examples of the use of telehealth by hospitals and health systems.
American Medical Association (AMA)		
AMA Website	<a href="http://www.ama-assn.org">www.ama-assn.org</a>	
Digital Payment Advisory Group (DMPAG)	<a href="https://www.ama-assn.org/delivering-care/digital-medicine-payment-advisory-group">https://www.ama-assn.org/delivering-care/digital-medicine-payment-advisory-group</a>	The DMPAG is a collaborative initiative with a diverse cross-section of nationally recognized experts convened by the AMA to support the integration of digital medicine services into physician practices.
Steps Forward “Adopting Telemedicine in Practice”	<a href="https://www.stepsforward.org/modules/adopting-telemedicine">https://www.stepsforward.org/modules/adopting-telemedicine</a>	Online educational module on telemedicine that addresses the adoption of telehealth technology and the benefits and challenges of remote patient monitoring and provides vignettes of practices currently using telemedicine.
American Telemedicine Association (ATA)		
ATA Website	<a href="http://www.americantelemed.org/home">http://www.americantelemed.org/home</a>	
Center for Connected Health Policy		
Center for Connected Health Policy Website	<a href="http://www.cchpca.org/">http://www.cchpca.org/</a>	Provides many telehealth resources, including standards, practice guidelines, learning center, and current news.

Resource/Title	Location	Comments
Pending Legislation and Regulation	<a href="http://www.cchpca.org/laws/pending/state">http://www.cchpca.org/laws/pending/state</a>	Tool to track pending state legislation and regulation related to telehealth.
State Laws and Reimbursement Policies	<a href="http://www.cchpca.org/state-laws-and-reimbursement-policies">http://www.cchpca.org/state-laws-and-reimbursement-policies</a>	Tool to track state laws and reimbursement policies related to telehealth.
Telehealth Medicaid & State Policy	<a href="http://www.cchpca.org/telehealth-medicaid-state-policy">http://www.cchpca.org/telehealth-medicaid-state-policy</a>	Information on state telehealth laws and reimbursement.
Center for Telehealth and e-Health Law (CTeL)		
CTeL Website	<a href="http://ctel.org/">http://ctel.org/</a>	Information and resources on telehealth, including reimbursement, licensure, and credentialing.
Health Information and Management Systems Society (HIMSS)		
HIMSS Website	<a href="http://www.himss.org">www.himss.org</a>	
Innovation that Sticks Podcast, June 2015 "Making an Impact on Care with Telemedicine"	<a href="http://www.himss.org/episode-42-making-impact-care-telemedicine?ItemNumber=44357">http://www.himss.org/episode-42-making-impact-care-telemedicine?ItemNumber=44357</a>	Podcasts addresses challenging questions around telemedicine.
"Telehealth: Transforming Care Delivery" Webinar, January 2017	<a href="http://www.himss.org/library/telehealth-transforming-care-delivery">http://www.himss.org/library/telehealth-transforming-care-delivery</a>	On demand webinar on national trends and various telehealth modalities.
Medical Group Management Association (MGMA)		
MGMA Website	<a href="http://www.mgma.com">www.mgma.com</a>	Resources page has articles related to Telehealth – billing, patient education. A site search for the word 'telehealth' returns numerous other recent articles.
<b>HEALTH CARE SYSTEMS AND USE CASES</b>		
Brigham and Women's Hospital	<a href="https://www.brighamandwomens.org/medical-professionals/clinical-care-redesign/telehealth">https://www.brighamandwomens.org/medical-professionals/clinical-care-redesign/telehealth</a>	Information on telehealth services at Brigham and Women's Hospital.
Cherokee Health Systems (Tennessee)	<a href="https://www.cherokeehealth.com/">https://www.cherokeehealth.com/</a>	Employs the use of telehealth for various services, including primary care, psychiatry, and pharmacy consultations.

Resource/Title	Location	Comments
Cleveland Clinic	<a href="https://my.clevelandclinic.org/">https://my.clevelandclinic.org/</a>	<ul style="list-style-type: none"> <li>• Express Care Online</li> <li>• Mobile Stroke Treatment Unit</li> <li>• Hypertension Program for remote patient monitoring</li> <li>• Heart Care at Home uses telehealth monitoring</li> <li>• Tobacco Cessation program</li> </ul>
Intermountain Healthcare	<a href="https://intermountainhealthcare.org/about/transforming-healthcare/innovation/clinical-support-services/telehealth/">https://intermountainhealthcare.org/about/transforming-healthcare/innovation/clinical-support-services/telehealth/</a>	Information on telehealth services at Intermountain Healthcare.
Jefferson University Hospitals	<a href="https://hospitals.jefferson.edu/jeffconnect.html">https://hospitals.jefferson.edu/jeffconnect.html</a>	Information on telehealth services at Jefferson University Hospitals.
Mayo Clinic	<a href="https://www.mayoclinic.org/">https://www.mayoclinic.org/</a>	Information on telehealth services at Mayo Clinic.
Montefiore Medical Center	<a href="http://www.montefiore.org/home-care-telehealth-program">http://www.montefiore.org/home-care-telehealth-program</a>	Information on Montefiore Medical Center telehealth home care programs.
Penn Medicine	<a href="https://www.pennmedicine.org/for-patients-and-visitors/find-a-program-or-service/penn-connected-care">https://www.pennmedicine.org/for-patients-and-visitors/find-a-program-or-service/penn-connected-care</a>	Information on telehealth services at Penn Medicine.
<b>GENERAL FACT SHEETS, GUIDES, AND REPORTS</b>		
IOM (Institute of Medicine). 2012. The role of telehealth in an evolving health care environment: Workshop summary. Washington, DC: The National Academies Press.	<a href="http://www.nationalacademies.org/hmd/Reports/2012/The-Role-of-Telehealth-in-an-Evolving-Health-Care-Environment.aspx">http://www.nationalacademies.org/hmd/Reports/2012/The-Role-of-Telehealth-in-an-Evolving-Health-Care-Environment.aspx</a>	Report of a workshop held by the IOM August 8-9, 2012 to examine how the use of telehealth technology can fit into the U.S. health care system.
<b>STUDIES/PILOTS</b>		
ROI/Cost-Benefit		
Direct-To-Consumer Telehealth May Increase Access To Care But Does Not Decrease Spending	<a href="https://www.rand.org/pubs/external_publications/EP67074.html">https://www.rand.org/pubs/external_publications/EP67074.html</a>	Published in: Health Affairs, v. 36, no. 3, March 2017, p. 485-491. doi:10.1377/hlthaff.2016.1130.

Resource/Title	Location	Comments
Care Delivery		
<p>Efficacy of telemedicine for stroke: pooled analysis of the Stroke Team Remote Evaluation Using a Digital Observation Camera (STRoKE DOC) and STRoKE DOC Arizona telestroke trials</p>	<p><a href="https://www.ncbi.nlm.nih.gov/pubmed/22400970">https://www.ncbi.nlm.nih.gov/pubmed/22400970</a></p>	<p>Study assessed whether telemedicine or telephone consultation was better for treatment decision-making. Conclusion was that telemedicine consults for stroke treatment decision-making was more accurate than telephone consultations.</p>