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**Practice Manager Meeting**

**Next Meeting is**

**Thursday, November 8<sup>th</sup> 2018**

**8 AM**



**Topics:**

- **Telemedicine**

**Speaker: Grace Kim, Consultant GHS**

Please visit [www.spo-ny.org](http://www.spo-ny.org).  
Registration is simple, quick, and  
limited to current members!

**NEED HELP?**

- Practice Management Problems
- Claims Issues
- Medical Policy Concerns

Call Susan Rooney  
at (631) 446-4848 or email  
[srooney@samaritanpo.org](mailto:srooney@samaritanpo.org)

**Telehealth**

**Using Communication Technology to Deliver Offsite Health Care Services to Patients**

Telehealth is a collection of current technologies for enhancing health care services to patient's offsite from the doctors physical practice location. Health care services, such as interview and history, examination and education can be initiated and supported through tele-communication. Your patients are ready to utilize this technology for improved access, convenience and follow-up.

Telemedicine can help with scheduling, reminders for revisits, annual exams and required tests. Telemedicine can also transmit images, videos, and monitoring results.

The service uses an online account or a toll free telephone number. Patients first request a visit and provide basic information. The Provider either accepts or declines the visit or schedules one for the future.

These are several types of Telemedicine options including:

- Tele-visits – Patient-Providers visit, but via video conference
- Tele-monitoring- Signs and Symptoms sent electronically from patient to provider i.e. Blood pressure, heart rate
- Tele-interpretation- Interpretation of radiology images, scans or electronic tracings like EKG.

To begin, you will need to select a HIPPA compliant telemedicine vendor; these vendors are also referred to as On-Demand Health Care companies. Information on vendors targeted at small practices is available on the internet. Seek estimates on costs, potential revenues, scheduling options and marketing to patients.

Reimbursements are rapidly changing, but presently Medicare reimburses only for telehealth visits in rural or undeserved areas; however there are proposed rule changes ahead.

Commercial payers, such as Aetna, Cigna, and United, provide telehealth coverage, but reimbursement is limited to certain services and platforms.

Please check in with the IPA if you have additional questions. We will keep you informed about this rapidly evolving service.

**Cancer Support Program for United Health Care**

United Health Care has a free service for Adult and Pediatric patients undergoing cancer treatment. It gives patients access to Health professional experts in oncology. The purpose is to help patients successfully manage their conditions. Services include education, treatment, understanding, symptoms and side effects, and medication management.

You may make a direct referral for your patients in United.  
**Call 866-936-6002 from 8 AM – 8 PM Monday – Friday.**

