

# New Mexico Policy Update

Interim Director

UNM Center for Telehealth

Vice-Chair

NM Telehealth Alliance

President-Elect

NM Healthcare Executives

Treasurer

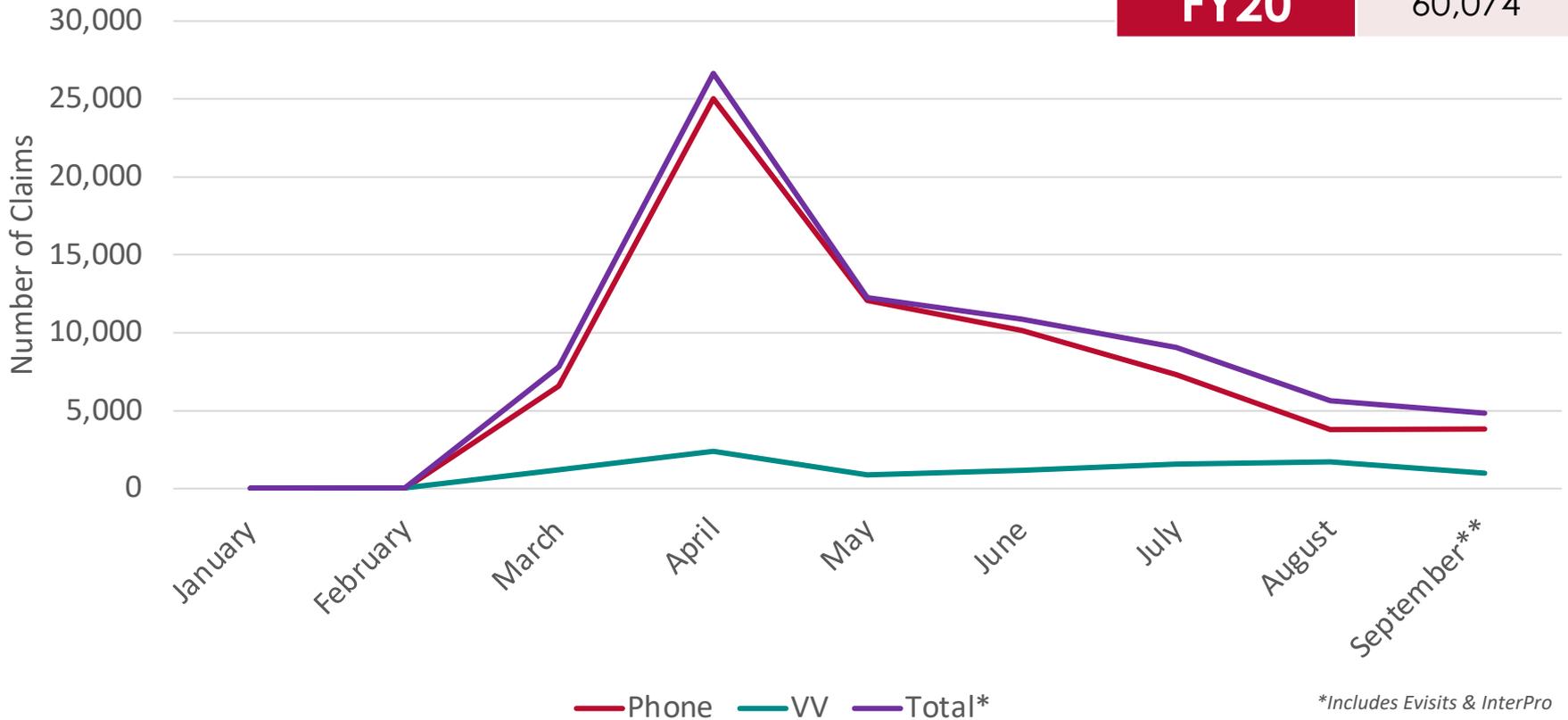
NM Healthcare information and  
Management Systems Society

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# January through September 2020 Monthly Telehealth Claims

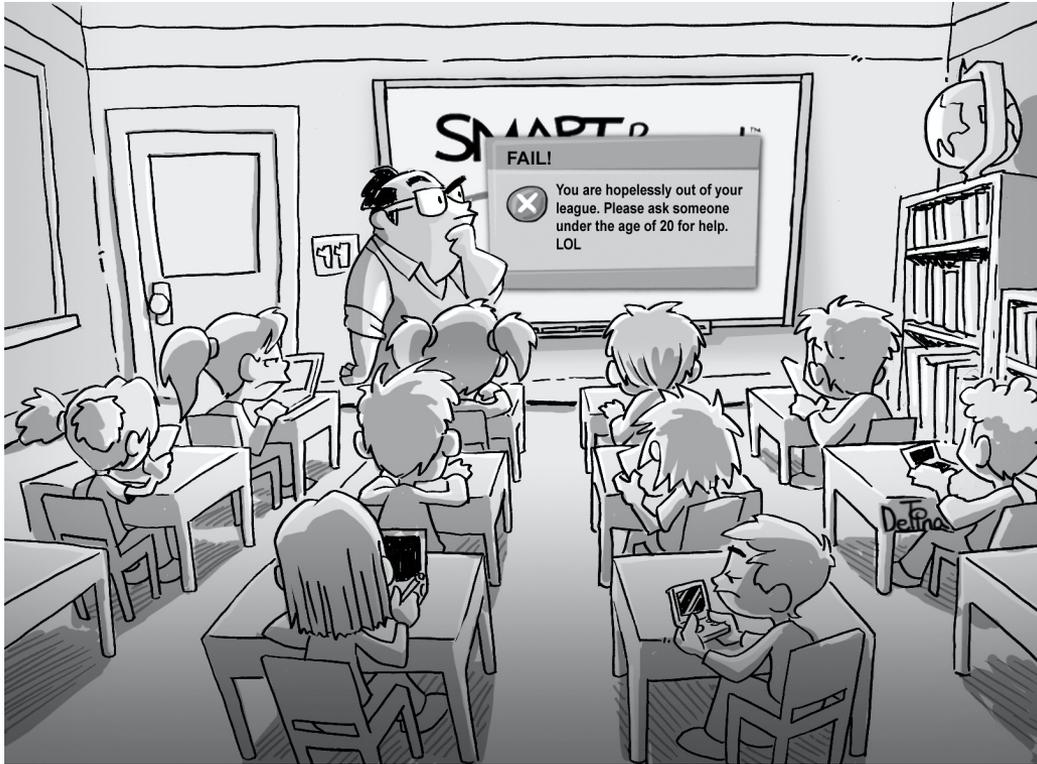
	<b>Total</b>
<b>FY21</b>	15,284+
<b>FY20</b>	60,074



\*Includes Evisits & InterPro  
 \*\*Partial data only

# Telemedicine Growing pains

How do you support patients with technology?



# Telemedicine Growing Pains

How do you collect co-pays?

- Send Bill Later
- Over phone

Medicare waived copays



# Telemedicine Growing Pains

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Where's my . . . . .?

- Webcam
- Microphone
- iPad/Tablet

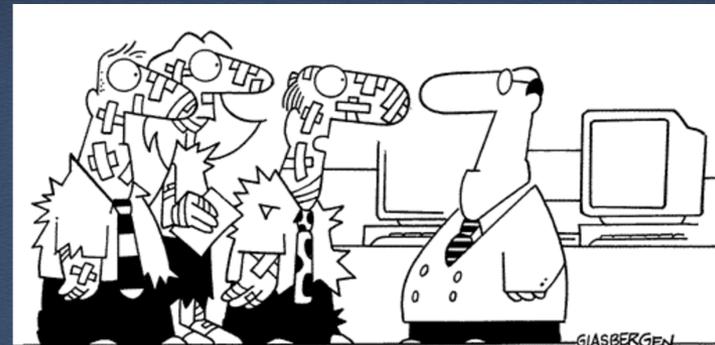


Field	Value
Ordered Qty	2.00
Invoiced Qty	1.00
Put On Backorder	1

# Telemedicine Growing Pains

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- How's your video visit technology working?
- Does your EHR accept remote forms?
  - Consent
  - Patient History



**“Frankly sir, we’re tired of being on the cutting edge of technology.”**

## Electronic Health Records

*Is Now Finally the Time?*

# Telemedicine Growing pains

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- What is the best use of Telemedicine?
- And how do you ensure care continuity?



# Telemedicine Upsides

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- Reduced COVID 19 exposure for patients and clinicians
- Reduced Personal Protective Equipment use
- Decreased no show/cancel rates
- Increased patient satisfaction
- First hand view into patients' home



# Potential Telemedicine Contractions post-COVID

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- Resume HIPAA only platforms
- Require signature for consent (state/payor specific)
- Roll back billing for telephonic visits
- CMS discontinue payment for new patients
  - (need to be established patients)

*What else?*

# What's Next to Improve Telemedicine Efficacy?

- Expanding CMS Coverage (dependent on roll back of pandemic expansion)
  - Geographic restriction to patient home
- Adding originating site facility fee Q3014 from patient home



# Questions?

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Thank you for your time and asking  
us to present.

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