Telehealth: California Health & Wellness Experience

Ramiro Zúñiga, MD, MBA, FAAFP
Medical Director
rzuniga@cahealthwellness.com

National Council for Behavioral Health
Hill Day 10/2/2017
Centene Corporation

• **Transforming the health of the community, one person at a time**

  • Largest Medicaid Managed Care Organization in the country
    - Medicaid 8.5 million
    - Commercial/Exchange 2.0 million
    - Specialty/Government 3.0 million
    - Medicare/Duals 393,000
    - **Total 13.8 million**

  • Quality healthcare is best delivered locally

  • BH services through envolve®
CH&W + Health Net of CA

- CH&W: Medicaid rural expansion in 19 counties: 11/2013
- CH&W and Health Net of California merger: 3/2016
  - CH&W, Medicaid (Medi-Cal) 190,000
  - + Health Net, Medicaid 2.0 million
  - + Health Net, All Lines 3.0 million
- Innovation leader
- Consumer choices
- Medi-Cal Managed Care Plan (MCP)
  - Mental health services: PCP & MH profess.
  - Mild to moderate impairment
- Fee-for-service Medi-Cal/MHP: SMI/SMHS

http://www.dhcs.ca.gov/services/MH/Pages/1915(b)_Medi-cal_Specialty_Mental_Health_Waiver.aspx
The Challenge

Poor physical health days

Mean physically unhealthy days in past 30d

Primary care physicians

Ratio of population to primary care physicians

http://www.countyhealthrankings.org/app/california/2017/measure/outcomes/36/map
The Challenge

Poor mental health days

Mental health providers

Mean mentally unhealthy days in past 30d

Ratio of population to MH providers

http://www.countyhealthrankings.org/app/california/2017/measure/outcomes/42/map
Telehealth Pilot Program

- Part of a multidisciplinary strategy to expand access and improve health care quality
- Goals:
  1. Increase *satisfaction* through easy, secure, and efficient care
  2. Increase *specialty access* and optimize face to face visits
  3. Build *capacity*, reinforce programs, and increase PCPs’ ability to manage basic specialty services
  4. Improve *chronic disease management* in high-risk individuals
  5. Offer *cost-effective care* delivery options
Telehealth Pilot Program

5 Organizations
25 Clinical sites
171 Providers
11 Counties
72,029 Membership

8 Specialties
- Cardiology
- Endocrinology
- Gastroenterology
- Nephrology
- Neurology
- Pain Management
- Rheumatology
- Psychiatry

4 Technologies
- 570 E-consults (Asynchronous)
- 1,784 Store-and-forward (Asynchronous)
- 2,395 Live video (Synchronous)
- 154 Video remote interpretation (Synchronous)

Psychiatry
- 49 E-consults
- 2,103 Live video consults
Telehealth Satisfaction

**El Dorado Community Health Center (members):**
- Six-question Likert scale survey, n=23
- Survey response rate: 38.9%
- Likely to recommend telehealth to others: 82.6%
- Overall satisfaction with telehealth session: 82.6%

**E-consult qualitative survey (providers):**
- Understanding value of e-consults, training
- Concern for loss of personal interaction
Challenges & Next Steps

- Need outcomes and quality metrics
- Need to understand role of e-consults in the continuum of behavioral care
- Need to build capacity and increase PCPs’ ability to manage basic specialty services
  - UC Davis Train New Trainers Primary Psychiatry Fellowship?
  - Project ECHO style support for MH services?

http://www.ucdmc.ucdavis.edu/psychiatry/education/fellowships/tnt-pcp/
Challenges & Next Steps

Possible Approach to BH Care Continuum

**MH Professional**
- Existing MH Disorder and Severe Impairment
  - Face-to-Face or Live Video Consult(s)
    - Impairment Improved
      - No: Continued Care by MH Professional
      - Yes: PRN E-Consult(s) and Improved
    - Impairment Unimproved
      - No: Continued Care by MH Professional
      - Yes: PRN E-Consult(s) and Improved

**PCP**
- Possible MH Disorder
  - Determine Dx and Severity
    - Dx Made and Mild to Moderate
      - No: Continued Care by PCP
      - Yes: Continued Care by PCP with PRN MH e-consults
    - Dx Unclear or Severe Impairment
      - No: Continued Care by PCP
      - Yes: Continued Care by PCP with PRN MH e-consults
Challenges & Next Steps

- SMI/SMHS & mild-moderate MH care carve-outs
  - Care coordination challenges
  - Confusion on level of impairment
- Effective models for mental health e-consults
  - Mild to moderate MH impairment
  - Grant funding research to understand role of e-consults
- Asynchronous e-consults recognition
  - Eligible technology for a care encounter
  - Medicaid reimbursement coverage similar to store-and-forward
Challenges & Next Steps

- Standardized physician practice standards
- Licensure portability across states
- Large start-up costs for telehealth programs
  - Need mechanisms for funding initial capital investment
  - Grant funding to offset start-up and expansion costs

Thank You!