



Agenda

TELEHEALTH POLICY LANDSCAPE

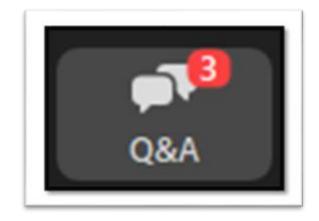
VIRTUAL PRIMARY AND URGENT CARE ACCREDITATION

RESOURCE: WHITE PAPER

UPCOMING EVENTS



Housekeeping





Enter your questions in the Q&A function in Zoom



Engage After

A recording of the event and slides/supporting materials will be sent to attendees.



Policy Landscape



Federal Updates in Telehealth



Continuing Resolution: Until September 30, 2025



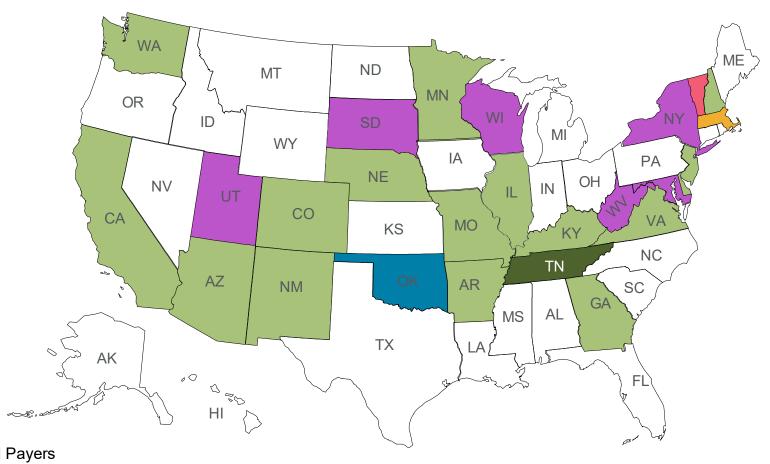
Next steps for Congress-October 1



Current and proposed regulations.



Payment Parity Post Public Health Emergency



- All Payers
- All Payers- Behavioral Health Only
- All Payers- Effective 1/1/22
- All Payers- Set to be repealed 4/1/22
- Medicaid
- Set to be repealed in 2026

Source: NASHP State Tracker



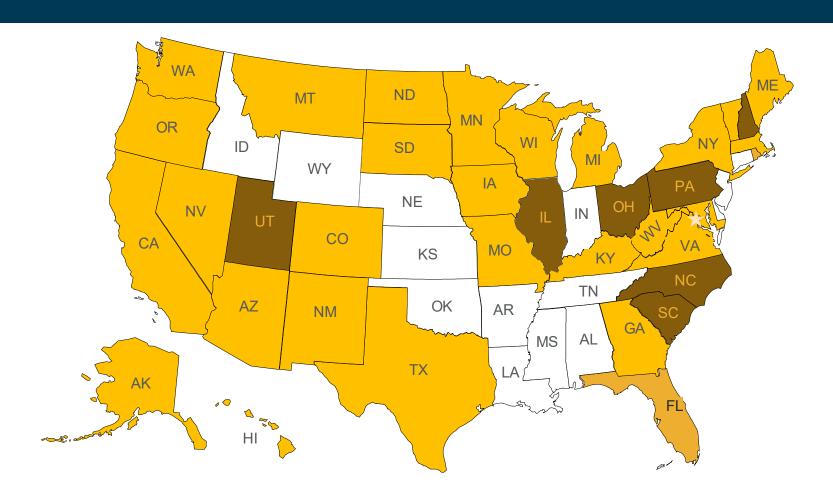
Polling Question #1



Does your state utilize telehealth for increasing network adequacy requirements?

- A. Yes
- B. Yes, but it's not the primary reason.
- C. No
- D. I'm not sure.

37 state Medicaid programs reimburse for store and forward in some capacity.



- 37 State Medicaid Programs Reimburse for store- and- forward.
- 7 State Medicaid Programs reimburse store and forward as part of Communications Technology Based Services (CTBS), which is limited to specific codes and reimbursement amounts

Source: <u>Telehealth Policy Trend</u> <u>Maps - CCHP (cchpca.org)</u>



Virtual Primary and Urgent Care Accreditation



Polling Question #2



What domain of care delivery do you see telehealth being most applicable?

- A. Primary Care
- B. Urgent Care
- C. Specialty Care (Include specifics in chat)
- D. Behavioral Health
- E. Other (Please enter in the chat)

New Virtual Care Program Structure

Starting with Primary and Urgent Care



Domain-Specific Modules

Module-specific standards applicable to specific care domains. NCQA is first developing standards for **primary and urgent care**. We plan to roll out additional modules in the future. With subsequent rollouts, we also will expand the scope of virtual care we are able to evaluate. *Organizations can come through multiple modules if they provide services in multiple domains.*

Organization Eligibility

Keeping a Services-Focused Approach in Mind

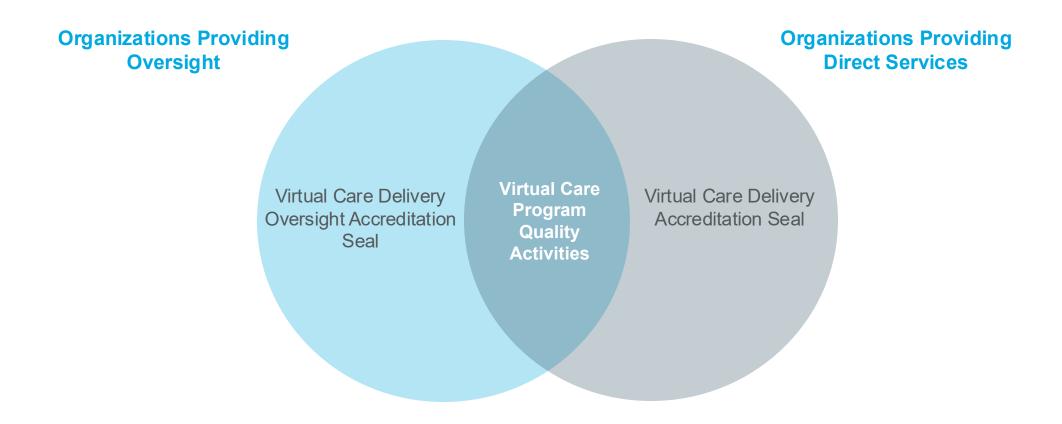


All qualifying organizations must be HIPAA compliant.



Outcome: Two Different Seals, One Program

Keeping a Services-Focused Approach in Mind



Roadmap to Quality Virtual Care

Product Goals

Addressing fragmentation Creating standardization Streamlining patient experience Elevating best practices for a growing model of care

Polling Question #3



What is the biggest area of concern with utilizing telehealth partners in the state?

- A. Quality and Patient Safety
- B. Care Coordination
- C. Equitable Access
- D. Patient and Clinician Experience
- E. Digital Literacy
- F. Other (Please enter in the chat)

Program Structure

Five Standard Concepts **Quality & Equitable Data Sharing** Care Patient & **Patient Safety** Coordination **Access** & Exchange Clinician (QPS) (DSE) (CC) (EA) **Experience** (PCE) Within Each **Primary Care Urgent Care Base** Criteria Category... Criteria Criteria



Intent: The organization has the quality improvement infrastructure to ensure the high quality and safe delivery of care through virtual modalities and measures outcomes to improve the services it provides.

Criteria includes:

Program structure

Person centered care plans

Patient safety and consent

Clinical and nonclinical trainings Health screenings

Medication reconciliation

Prescribing patterns

Assessment of appointment availability

Quality measurement Use of measures to improve disparities





Intent: The organization has processes to account for patients across the continuum of care delivery to facilitate informed visits.

Criteria includes:

Informed visit

Appropriate modality of care

Referral agreements and processes

Closed loop referral systems

Referral to primary care practitioner

Two-way communication

Technological assistance

Supporting materials

Information for appeals





Intent: The organization uses patient data to assess the existence of disparities and to focus quality improvement efforts toward improving the provision of culturally and linguistically appropriate services and decreasing health care disparities.

Criteria includes:

Services covered by insurance

DEI staff trainings

Assessing digital literacy

Demographic data collection

Social needs screenings and referrals

Identifying disparities

Interpreter services





Intent: The organization assesses patient and clinician experience of care delivered through virtual modalities, and implements quality improvement activities to address barriers to access.

Criteria includes:

Assess clinician availability

Assess and improve patient experience

Assess and improve clinician experience





Intent: The organization has processes for the exchange and use of data and informs patients of its processes. As part of the eligibility criteria, the organization must comply with HIPAA and use a HIPAA compliant platform to deliver virtual care.

Criteria includes:

Data systems

Define data usage

Inform patients of data usage

Policies for managing use of and access to data





Polling Question #4



Would you like to meet with the State Affairs team to further discuss Virtual Care?

A. Yes

B. No

C. I'm not sure

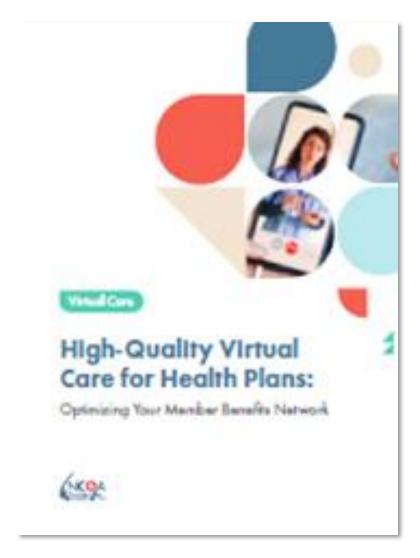
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Connect with our Virtual Care team or be among the first to access our exclusive Virtual Care Whitepaper.

To learn more and provide your contact information for Virtual Care Accreditation, please scan the QR code.

Ncqa.org/virtualcare.







Will you be at these Conferences? Connect with us!







Stop by our booths - or schedule a time with us to connect at publicpolicy@ncga.org



NCQA Upcoming Events- Register Now!





Featured Guest...

President of The Commonwealth Fund, Joseph R. Betancourt

June 4, 1-2pm EST Register Here







SAVE #DATE



October 13-15, 2025
Gaylord Pacific Resort and
Convention Center
San Diego, CA

