



HHFMA Innovations Series Technology and Chronic Care Management

November 19, 2020

Tammy Ross, MHA, BSN, RN, CCM, SVP, Axxess
 Donna Turlington, RN, BS HCM CCM, Vice President of Homecare & Post-Acute Care Services, Liberty Homecare Management
 Carissa L. McKenna, RN, BSN, COS-C, HCS-D, Senior Clinical Consulting Manager, McBee Associates
 Tim Ingram, SVP, Axxess (Moderator)
 Michael Blackstone, MD, CEO, SutureHealth, Inc. (Moderator)



Webinar content was developed by the Home Care & Hospice Financial Managers Association (HHFMA), a NAHC affiliate.

Benefits of HHFMA membership (\$100) include:

- Networking with peers
- Monthly industry update calls (including benchmarking of key metrics)
- Educational programs
- Access to exclusive HHFMA ListServ addressing industry concerns
- And more...

For more information, visit hhfma.org or call 202-547-7424.

Introduction

Discuss the benefits and logistics of providing Chronic Care Management to patients using technology.

Participants will learn the following from experts:

- Chronic Care and Technology Best Practices
- Drivers, Barriers, Building Blocks, and Metrics.
- Impact of Proposed Telehealth Bill

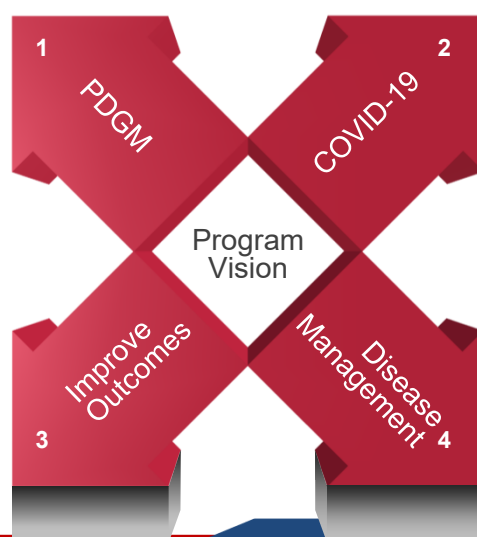
Objectives

- Understand the drivers, barriers, and building blocks of implementing a successful telemonitoring program for chronic care management, including patient outcomes, patient satisfaction, reimbursement, and education of staff and caregivers.
- Understand key performance metrics needed for a successful program.
- Define how technology can be used to enhance Management and Evaluation of a care plan and maintenance therapy to promote chronic care management.

Panel Members

- Tammy Ross, MHA, BSN, RN, CCM, SVP Axxess
- Donna Turlington, RN, BS HCM CCM, Vice President of Homecare & Post-Acute Care Services, Liberty Homecare Management
- Carissa L. McKenna, RN, BSN, COS-C, HCS-D, Senior Clinical Consulting Manager, McBee Associates
- Tim Ingram, SVP Axxess (Moderator)
- Michael Blackstone, MD, CEO SutureHealth, Inc (Moderator)

Can Telemonitoring Help You Manage Care?



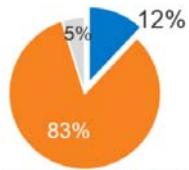
Seniors Use Technology

In the past 2 weeks, have you used a smart phone, tablet or computer to talk by video to a doctor or health care provider?

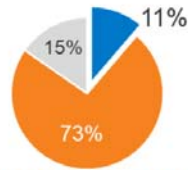
● Yes ● No ● Don't have

In the past 2 weeks, have you used a smart phone, tablet or computer to talk by video to friends or family?

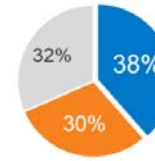
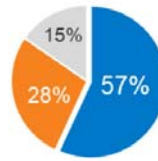
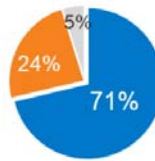
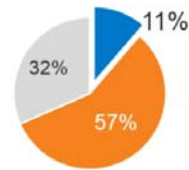
Age 30-49



Age 50-64



Age 65+



SOURCE: KFF Health Tracking Poll (conducted March 25-30, 2020).

Impact of the CARES and HEAT Acts

Coronavirus Aid, Relief, and Economic Security Act



Building Blocks of Successful a Telemonitoring Program

- Policy / Regulatory
- Technology / Equipment
- Budget
- Staffing and Training
- Visibility / Metrics

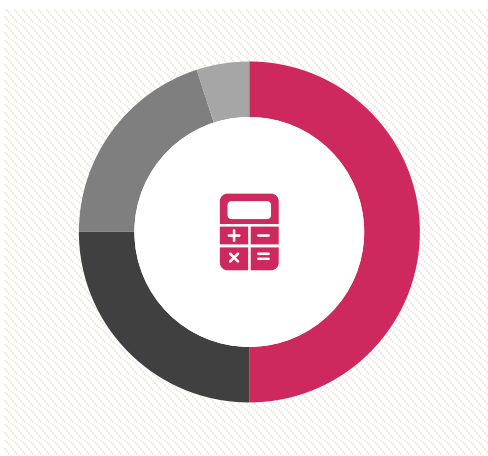


© 2020 National Association for Home Care & Hospice

9

MCG
T13

Metrics That Matter



Patient Outcomes



Patient Satisfaction



Direct Care Cost



Revenue and LUPA



© 2020 National Association for Home Care & Hospice

10

Slide 10

MC6 Remove this slide. Add panel question: "What are key performance metrics for a successful chronic care program and how can virtual care delivery impact them?"

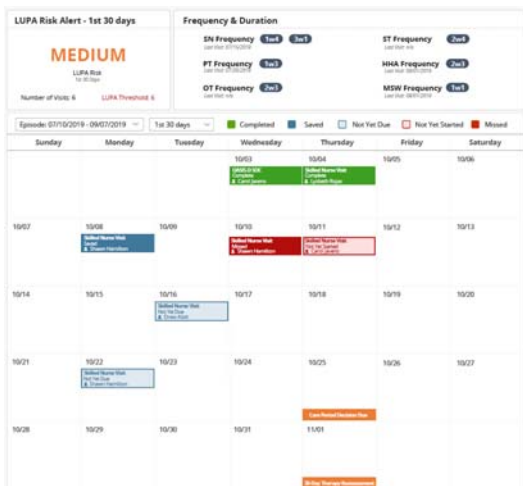
McKenna, Carissa, 11/12/2020

T13 Rephrase question

Tim Ingram, 11/12/2020

MC13
TIS

Telemonitoring and LUPA



2021 Per Visit LUPA Rates

Home health aide	\$69.11
Medical social worker	\$244.64
Occupational therapy	\$167.98
Physical therapy	\$166.83
Skilled nursing	\$152.63
Speech therapy	\$181.34

30-day payment w/out LUPA adjustment: \$1,901.12

4 SN visits: \$610.20

Total Revenue Loss: \$1,290.60

Telehealth Now and Beyond



Pre- COVID-19
11,000 Medicare weekly encounter
No telehealth for home health and hospice face-to-face



The Future



Post COVID-19
650,000 Medicare weekly encounters
Face-to-face allowances for home care and hospice
36 states requiring insurance reimbursement
64% agencies using Telehealth

Slide 11

MC13 Suggest update this with info from Final Rule and remove chart to left just include HIPPS code and LUPA threshold here to prove point.

McKenna, Carissa, 11/12/2020

T15 Carissa to send updated data for slide

Tim Ingram, 11/12/2020

Questions



© 2020 National Association for Home Care & Hospice

13

Upcoming Events

Home Health Boot Camp

December 1, 2020 | 1:00-4:00pm Eastern

Hospice Boot Camp

December 2, 2020 | 1:00-4:00pm Eastern

Private Duty Home Care at NAHC Monthly Update

December 3, 2020 | 3:00-4:00pm Eastern

Home Care Industry Update: Year in Review and 2021 Projections

December 15, 2020 | 2:00-4:00pm Eastern

© 2020 National Association for Home Care & Hospice

14

Contact Information

Moderators

Michael Blackstone, MD
CEO
Suture Health, Inc.
mblackstone@suturehealth.com

Tim Ingram
SVP
Axxess
tingram@axxess.com

Panelists

Tammy Ross, MHA, RN
SVP
Axxess
tross@axxess.com

Carissa McKenna, RN, BSN
Senior Clinical Consulting Manager
McBee Associates
CarissaMcKenna@mcbeeassociates.com

Donna Turlington, RN, BS
VP of Homecare & Post Acute Services
Liberty Home Care & Hospice
dturlington@libertyhomecare.com