

# Pediatric Telehealth Specialty Services

Partnership HealthPlan of California (PHC) and UC Davis Health (UCD) have partnered to expand access to pediatric specialty care services through PHC's Pediatric Telehealth Program. Any contracted PHC provider can participate in the program and PHC members 20 years or younger are eligible. Providers are required to submit a Referral Authorization Form (RAF) for all UC Davis referrals. Program participation requirements exist and specialty availability are subject to change at any time.



## ***Telehealth Program Benefits***

- Provides clinicians and patients with real-time outpatient synchronous and asynchronous consultative evaluations.
- Helps parents and their children gain quicker access to specialty care appointments and services.
- Allows peer-to-peer collaboration between primary care providers and specialists.
- Ensures continuity of care with proven outcomes to strengthen the medical home.

## **AVAILABLE PEDIATRIC SPECIALTIES**

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| <ul style="list-style-type: none"> <li>• Allergy and Immunology</li> <li>• Cardiology</li> <li>• Dermatology (store and forward)</li> <li>• Endocrinology</li> <li>• ENT/Otolaryngology (cleft and craniofacial)</li> <li>• Gastroenterology</li> <li>• Infectious Disease</li> <li>• Neonatology</li> <li>• Nephrology</li> </ul> | <ul style="list-style-type: none"> <li>• Neurology</li> <li>• Neuromuscular Disease Medicine</li> <li>• Orthopedics</li> <li>• Palliative Care</li> <li>• Pulmonary</li> <li>• Rheumatology</li> <li>• Urology</li> </ul> |
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Health care organizations interested in Pediatric Telehealth Specialty Services

Contact: [telemedicine@partnershiphp.org](mailto:telemedicine@partnershiphp.org)

### 1. Who is UC Davis Health?

UC Davis Health harnesses the power of an entire university's nationally-ranked resources and research to tackle the most pressing health care issues facing the world today. The academic organization's telehealth program encompasses a dedicated, multidisciplinary team of physicians, clinicians, nurses, researchers, technology experts and administrators working together to provide high-quality care. Using secure, state-of-the-art telecommunications technology, UC Davis Health connects medical facilities and primary care providers (PCPs) with specialists via real-time consultations to provide care when patients need it most.

### 2. How can I access pediatric telehealth services with UC Davis Health?

Accessing pediatric telehealth services is easy. Contact Partnership HealthPlan of California (PHC) via email at [telemedicine@partnershiphp.org](mailto:telemedicine@partnershiphp.org) to request a participation questionnaire. Once received, complete the questionnaire and send it back to PHC's telehealth team. A program coordinator is then assigned to help get services started for your health care organization. **Important note:** Pediatric specialties are subject to availability and may change over time.

### 3. Why use UC Davis Health?

UC Davis Health has one of the strongest and most robust telehealth programs in the United States and leads one of the largest pediatric telehealth programs in the country. The telehealth program is housed within an academic medical center, so referring physicians have access to world-renowned specialists known for providing expert, quality care and conducting cutting-edge research.

### 4. How does this program help my patients receive the specialty care they need?

PHC patients that are 20 years of age and younger are eligible for telehealth specialty care with UC Davis Health. Thanks to secure telehealth technology, patients do not have to leave their community and can gain access to specialists from the comfort of their own primary care office. This increases convenience for all involved and reduces patient travel time, ultimately saving patients money in transportation costs<sup>1</sup>. Consultations are conducted as a collaborative meeting between the primary care doctor, specialist and patient, ultimately strengthening the referring institution. Under this consultative model, a UC Davis Health pediatric specialist provides recommendations to the patient's referring provider. Referring providers have the choice to carry out the recommended treatment plans and prescriptions.

**Source:** *UC Davis Health – Impact of a University-Based Outpatient Telemedicine Program on Time Savings, Travel Costs, and Environmental Pollutants. Value in Health. 2017 Apr;20(4):542-546. doi: 10.1016/j.jval.2017.01.014. Epub 2017 Mar 6. PMID: 28407995*

### 5. What are Partnership HealthPlan of California's pediatric telehealth program requirements?

Health care organizations must:

- Be contracted with PHC for primary care.
- Have access to HIPAA-compliant video software and functioning telehealth equipment.
- Have high-speed internet bandwidth.
- Have designated staff and space to facilitate and schedule telehealth visits.
- Have a need for pediatric specialty care access or have a backlog of pediatric referrals.

**Please Note:** Providers are required to submit a Referral Authorization Form (RAF) for all UC Davis referrals.

## 6. Which pediatric telehealth specialties are available?

Specialties are subject to availability and may change over time due to capacity and staffing. Contracted specialties include the following:

- Allergy and Immunology
- Cardiology
- Dermatology (store and forward)
- Endocrinology
- Otolaryngology (cleft and craniofacial)
- Gastroenterology
- Infectious Disease
- Neonatology
- Nephrology
- Neurology
- Neuromuscular Disease Medicine
- Orthopedics
- Palliative Care
- Pulmonary
- Urology
- Rheumatology

## 7. Are there any other PHC provider organizations currently utilizing pediatric telehealth services with UC Davis Health?

Providing pediatric telehealth services is a fairly new initiative between PHC and UC Davis Health and was launched as a pilot program on July 1, 2020 with five participating health care organizations across four counties and six specialties. For a list of pilot participants, please contact [telemedicine@partnershiphp.org](mailto:telemedicine@partnershiphp.org).

## 8. How are pediatric telehealth services billed?

UC Davis Health bills PHC for the specialty services they provide to PHC members. Health care organizations that participate in PHC's pediatric telehealth services program are not billed separately by UC Davis Health for services provided to PHC members. Health care organizations that choose to contract directly with UC Davis Health for pediatric telehealth for non-PHC members must contact UC Davis Health directly for billing details. ***Important note:*** Please refer to PHC's telehealth policy when billing PHC for originating site fees.

## 9. Can UC Davis Health services be utilized for non-PHC members?

Any interested provider needing access to pediatric telehealth services can contact UC Davis Health separately for services needed for non-PHC members.

## 10. What is the Telehealth Coordinator Support Grant?

The Telehealth Coordinator Support Grant is available through Partnership HealthPlan of California to contracted health care organizations that need assistance with implementation of telehealth services coordination. *The grant is subject to availability.*

## 11. How much grant support is available?

Grant support can range from \$6,000 to \$12,000 annually and is dependent upon telehealth utilization as well as total membership served.

## 12. What if I don't have telehealth equipment but I am interested in implementing telehealth at my health care organization?

Contact the California Telehealth Network (CTN) at [www.caltelehealth.org](http://www.caltelehealth.org). CTN is available to help organizations identify first steps in getting started with a successful telehealth program.