

Adult Tele-Video Program: Provider FAQs

What is tele-video?

Tele-video delivers health care and public health services from health care providers at a distance by utilizing information and communication technologies to enable the diagnosis, consultation, treatment, education, care management, and self-management of a patient.

How will tele-video help my patients receive specialty care?

Tele-video minimizes patient travel time to specialty care offices by allowing patients to be seen from their primary care offices. Patients who would otherwise travel great distances to specialty clinics, hospitals, and doctors' offices can speak with a specialist in live-video face-to-face environment directly from their primary care office. Tele-video is a great option for patients with unique health care needs who need support with preventive care treatments or follow-up services.

What are the requirements for Partnership's tele-video program?

To participate in this program, health care organizations:

- Must be contracted with Partnership for primary care.
- Have existing compatible tele-video technology or equipment available for use OR be able to obtain such equipment prior to starting program.
- Have high-speed internet connectivity and bandwidth.
- Must have dedicated space and staffing to host tele-video appointments.
- Have an existing number of Partnership members that need specialty care.

Which specialty care services are available to access via tele-video?*

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| • Endocrinology | • Nutrition (ages 3+) |
| • Infectious diseases (HIV and HEP B/C) | • Pulmonology |
| • Nephrology | • Psychiatry (ages 4+) |
| • Neurology | • Rheumatology |

**Specialties are subject to availability and can change with or without prior notice.
Tele-psych services for mild to moderate conditions only and must be billed to
Carelon Behavioral Health and not to Partnership.*

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Who does Partnership use as a specialty care tele-video provider?

Partnership is partnered with TeleMed2U (TM2U) to provide access to specialty care tele-video services in our 24 counties. TM2U is a multi-specialty group of board-certified physicians that provides patients with real-time access to specialists through video telehealth. Tele-videos are offered at patients' local primary care clinics and hospitals, making it possible for patients to receive care in a timely manner without the burden and expense of having to travel great distances (Increasing Access to Healthcare, 2020).

Source: TeleMed2U – Increasing Access to Healthcare. (2020).

Retrieved from, <https://www.telemed2u.com>

Why should you use TM2U?

Partnership is contracted with TM2U to bring specialty care access via tele-video to rural and underserved communities. TM2U directly bills Partnership for services rendered to Partnership members, thus eliminating the cost of care to the health care organization. Additionally, TM2U uses a proven platform of point-to-point connections over private high-speed networks that meet the maximum requirements for HIPAA and HITECH compliance. The exchange of all health care information is protected before, during, and after each consultation through encryption based upon top industry standards for security and compliance. TM2U also continuously strives to deliver service excellence to clients, which includes acute care and critical access hospitals, federally qualified health centers (FQHC), rural health centers (RHC), community health centers (CHC), tribal and Indian health centers (IHS), state and county health programs, correctional health facilities, and skilled nursing facilities (Telemedicine Practice with Extensive Experience, 2020).

Source: TeleMed2U – Telemedicine Practice with Extensive Experience. (2020).

Retrieved from, <https://www.telemed2u.com/about-us>

Does Partnership provide tele-video equipment?

Partnership does not provide health care organizations with tele-video equipment. However, health care organizations can contact the California Telehealth Network and Resource Center for assistance on acquiring equipment or to learn more about available telehealth resources. Visit <https://www.caltrc.org/get-started/> for more information.

Are health care organizations eligible to bill Partnership for tele-video services provided to Partnership patients?

Contracted health care organizations should refer to Partnership's telehealth policy when billing for tele-video. Please review Partnership's [Telehealth Policy MCUP3113](#) for details.

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Does Partnership provide telehealth coordination funding to support specialty care access and tele-video implementation?

Yes. Partnership provides contracted health care organizations with telehealth coordinator grant support, which can help offset some of the cost associated with tele-video coordination. Providers interested in receiving telehealth coordination grant support can review the [Telehealth Program Coordination Support Grant FAQs](#) for additional details.

How can I get started using tele-video for my Partnership patients?

Please contact telemedicine@partnershiphp.org to get started. You can also view the tele-video application on our website [here](#).

Are there any health care organizations currently utilizing tele-video services with TM2U?

Yes, there are many other health care organizations currently using TM2U for services.

Are all my patients eligible to receive tele-video services through Partnership's telehealth program?

Patient eligibility requirements apply and are as follows:

- Members must have Partnership primary or dual coverage (medi-medi's are OK).
- Members must be 18 years and older.
- Members that are 17 years and younger are currently only eligible to receive nutrition (ages 3+) and psychiatry (ages 4+) services.

Non-eligible patients are as follows:

- Patients with private insurance or other coverages.
- Patients covered by the county such as CCS members.
- Patients with moderate to severe tele-psych needs must be referred to the county for assistance.

Who can I contact to service my non-Partnership patients for tele-video?

Partnership does not provide tele-video services to non-Partnership members. Health care organizations that are interested in setting up tele-video services for their non-Partnership patients can contract directly with TeleMed2U by contacting Melissa Cook, Director of Business Development, at mcook@telemed2u.com.