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Safe Actions For Employee Returns

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# Technology and COVID-19:

## Digital Health and Telemedicine

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# COVID-19 and Technology Webinar Series



**Mitigating Risk with Technology**  
Aug. 20



**Technology for Testing and Contact Tracing**  
Sept. 10



**Technology for Public Transportation**  
Aug. 27



**Digital Health / Telemedicine**  
Sept. 17



**Technology for Physical Distancing**  
Sept. 3



**Long Term Response to COVID-19**  
Sept. 24

# Moderator



**Rachael Cooper**  
Senior Program Manager  
National Safety Council

# Guest Speakers



**Rene Quashie**  
VP, Policy & Regulatory Affairs  
Consumer Technology  
Association



**Anas Al-Hamwi**  
Senior Director, Health &  
Safety  
Walgreens



**Dr. Matt Lambert**  
Lead ER Physician and  
CMIO  
HCI Group

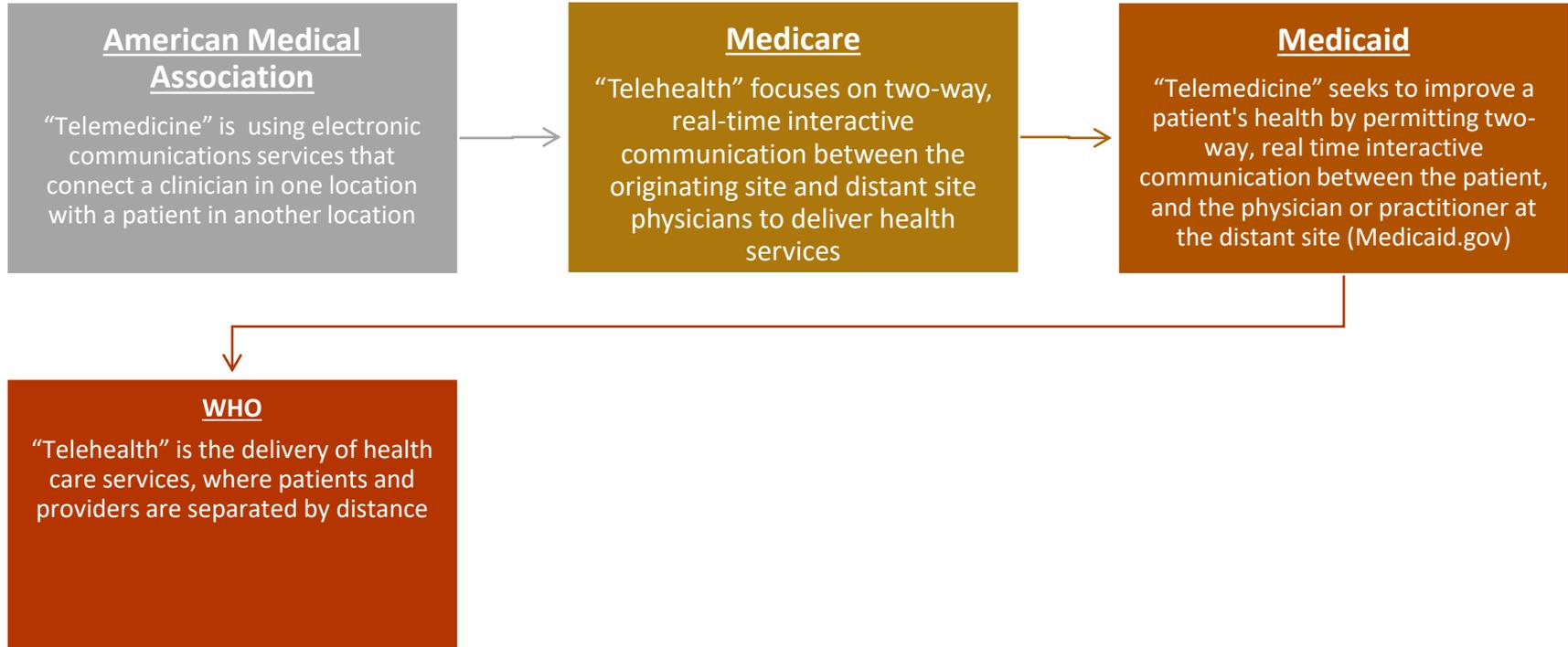
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NSC: Digital Health and  
Telemedicine Webinar  
September 17, 2020

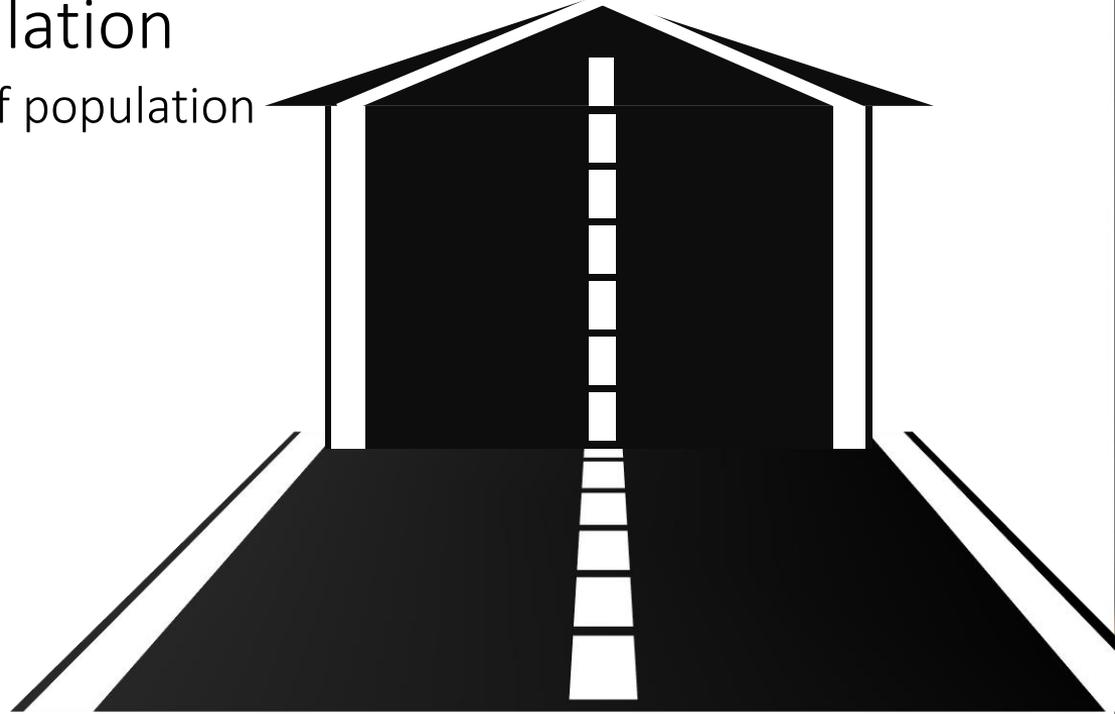
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# “Telehealth” and “Telemedicine” Often Used Interchangeably



# Telehealth Drivers

- Increasing aging population
  - By 2030, 65+ will be 20% of population
- Clinician shortage
- Technology
- Insurance coverage
- Pandemic



# Telehealth Surge Snapshot

Less than 1% of visits via telehealth before pandemic

Telehealth claim lines increased over 4,000% nationally (from 0.16% of medical claim in June 2019 to 6.85% in June 2020 (FAIR Health)

50% used telehealth during pandemic (Doctor.com)

- 71% have considered using telehealth

Dep't of Veterans Affairs

- Veterans used telehealth more than 120,000/week during the height of pandemic
- Usually 10,000/week

# PUBLIC HEALTH EMERGENCY

Allows HHS to exercise authority to temporarily waive or modify certain requirements of the Medicare, Medicaid, CHIP programs and HIPAA through duration of the PHE

Also HHS broad authority to provide grants and enter into contracts, as well as use funds to immediately respond to the PHE

# Medicare Telehealth Pandemic Statistics

Before the public health emergency, approximately 13,000 beneficiaries in fee-for-service Medicare received telemedicine in a week



In the last week of April, nearly 1.7 million beneficiaries received telehealth services



In total, over 9 million beneficiaries have received a telehealth service during the public health emergency, mid-March through mid-June

# Medicare Telehealth Pandemic Statistics

- About 0.1% of primary care visits by telehealth before pandemic
- Increased to about 48% of primary care visits at the height of pandemic (April)



# Medicare Telehealth Pandemic Statistics

No significant differences by race or ethnicity among beneficiaries who received telemedicine services

1 out of 3 beneficiaries received telehealth using audio-only telephone

26 percent of beneficiaries who received nursing home visits did so by telehealth

# Medicare Telehealth Pandemic Statistics

30 percent of female beneficiaries and 25 percent of male beneficiaries have received telemedicine services

34 percent of beneficiaries below the age of 65 have received a telemedicine service

- 25 percent among beneficiaries ages 65-74
- Almost 30% for ages 75-84

# Telehealth Issues

Broadband/Digital divide

Service/payment parity

Licensure (other legal/regulatory issues)

Training

Equipment

# Going Forward

- Post-pandemic telehealth use
- Legislative efforts
- Clinician/consumer buy-in
- Technology
- Insurance reimbursement approach



# CONTACT INFO

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# Discussion

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**Technology and COVID-19**  
Digital Health and Telemedicine

How has the health industry utilized technology and digital innovations in their response to COVID-19?

**AUDIENCE QUESTIONS?**

How has digital health/telemedicine supported patients that would normally be seen in person? How has it fallen short?

**AUDIENCE QUESTIONS?**

How can employers support their employees when it comes to telehealth?

**AUDIENCE QUESTIONS?**

What do you expect the "new normal" to look like in your organization?

**AUDIENCE QUESTIONS?**

Relating the noted increase of mental health distress, illness, and substance use over the past six months in correlation to the COVID-19 pandemic, what has worked well? What needs refining?

**AUDIENCE QUESTIONS?**

What kind of supports (training, standardization of care, guidelines, etc.) will the medical workforce need to continue to provide and improve the quality of telehealth support?

### **AUDIENCE QUESTIONS?**

Do you have privacy concerns related to the increased use of telehealth? How would you respond to those who do have these concerns?

**AUDIENCE QUESTIONS?**

Are there unexpected side effects (positive or negative) for increased telehealth utilization?

**AUDIENCE QUESTIONS?**

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# Thank you!

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PLEASE COMPLETE OUR FOLLOW-UP SURVEY, WE WANT YOUR FEEDBACK!