Monthly Campaign Webinar
March 19, 2020
Today’s Webinar

• **Together 2 Goal® Updates**
  – Webinar Reminders
  – AMGA Annual Conference On Demand
  – 2020 Together 2 Goal® Awards
  – 2020 Million Hearts ® Hypertension Control Challenge

• **Diabetes care and Support: Telemedicine in a Rural State**
  – Kristine Kilen, R.D., CDE of Billings Clinic

• **Q&A**
  – Use Q&A or chat feature
Webinar Reminders

• Webinar will be recorded today and available the week of March 23rd
  – www.Together2Goal.org

• Participants are encouraged to ask questions using the “Chat” and “Q&A” functions on the right side of your screen
AMGA Annual Conference On Demand

Visit amga.org/ac20 for more information

Letter of Credit

Registrants will receive a full letter of credit (minus a $100 administrative fee).

Breakout Recordings

All breakout sessions will be recorded and available for all AMGA members.
2020 Together 2 Goal® Awards

Best performance in diabetes care include:

Best Performance Small Group:
Coastal Carolina Health Care, P.A.

Best Performance Medium Group:
USMD Health System

Best Performance Large Group:
Scripps Medical Foundation
2020 Together 2 Goal® Awards

Best performance in the Together 2 Goal® Innovator Track:

T2G Innovator for Cardiovascular Health
Premier Medical Associates, P.C.

T2G Innovator for Eye Health
Prevea Health
2020 Million Hearts®
Hypertension Control Challenge

Submission deadline: April 6, 2020
Today’s Featured Presenter
Kristine Kilen, R.D., CDE

Dietitian/Diabetes Educator
Billings Clinic
Diabetes Care and Support: Telemedicine in a Rural State

Kris Kilen, RD, CDCES
Billings Clinic Miles City
A Montana Experience

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Quality care from 300 miles away

ED Diagnosis
T2DM: A1c 18%

Life Flight to tertiary care 300 miles away

ICU triage referral to system telemedicine DSMES

Basic DM Life Skills before hospital discharge

Telemedicine DSMES from home town primary care site
Making the most of Networking

Established in 1993 as one of first 10 telemedicine networks in nation

**Historical Hub-spoke, hardware-based model**

**Transitioned to cloud based technology (Vidyo)**

**Well established within multi-center health care system**

**Connectivity Access to rural facilities**
Cost savings for DSMES and MNT: Patients

- Annual savings for all visits by Registered Dietitians
- Data collection April 2019 – January 2020
- 70 RD visits
- $19,231 in cost savings by patient
- No substantial changes in provider scheduling
Billings Clinic Had What It Takes

- History of hardware/software connections
- Cloud based transition
- Tertiary Care Center Reputation
- Diabetes Care Center Reputation
Facilities on the Range

- Need identified by rural facilities and medical providers
- History of employees dedicated to EMTN
- Strong desire for connecting patients to telemedicine providers
- DSMES naturally followed specialty diabetes/endocrinology referrals
Creating Patient DSMES Care from Opportunity

- Advances in diabetes treatments and technology
- Increased burden of diabetes in rural communities
- Promoting access with recognized DSMES Lead
- Internal Networking
- External Networking
How EMTN works for DSMES

- Understand geo-political landscape to meet gaps in care
- Communicate protocol for access and scheduling
- Confirm referring providers and patients understand process
- HIPAA and consent for care in place
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<th>Patient Contact Telephone</th>
<th>(H/C)____________________ (W)________________________</th>
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<tr>
<td>Date of Referral Fax</td>
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<td>Referral Order:</td>
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<td>Refer to Dietitian:</td>
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<td>Medical Nutrition Therapy</td>
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<td>Diabetes Self-Management Education and Support</td>
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<td>Intensive Behavioral Therapy for Obesity; BMI &gt;/&gt;30</td>
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DSMFS communication form
Tools and Toolkits

- Targeted Teaching Materials
- Process for Education Materials at Patient Site
- Utility of sending materials to site or mail to patient direct
- Committed site Champion for toolkit management
Coding and Billing

• DSMES via Telemedicine Medicare Reimbursed
• State to State variation in Medicaid and Commercial Insurance
• G0108 and G0109 using "GT" modifier
• Patient Site able to recover using "Q" modifier
More Nuts and Bolts

- Budget for supplies, resources
- Scheduling structure for time management
- Equipment and patient site room setup
- Expect Process Improvement
NDPP Classes via Telemed

- Grant supported CDC NDPP
- 2 rural sites consecutively
- Able to offer to remote rural communities that have very limited access and resources
- Supported in recruitment and delivery by rural health care centers
- Consider increasing budget for more staff time for follow up and communication between class sessions
Ways to make impact in rural non-networked

HIPAA and security of connection required

Examples of resources:
- Zoom
- Skype for Business
- WebEx
- Vidyo

Business Associates Agreement
What path will you take?
Find support for creating your network:
How to do DSMES Telemed: Components for Success

- DSMES program readiness
- Patient Site Staff Training
- Network connectivity and reputation
- Software based evolving technologies
- Access and Champions in remote communities
What’s next?

ADVANCING TECHNOLOGY IN MARKETPLACE PRODUCTS AND SERVICES

ENCRIPTION AND SECURITY PUTS DSMES INTO PATIENT HOMES

STILL UNANSWERED: BILLING AND REIMBURSEMENT?
Questions