Framework: Considerations and Decision Points
for Medi-Cal Managed Care Plan (MCP) and Palliative Care Providers
Regarding Virtual Care

Three Sections with Considerations and Decision Points

1. Organizational Considerations, Barriers, and Enablers
2. Operationalizing Virtual Care Delivery
3. Addressing Patients' Preferences and Needs

Organizational Considerations, Barriers, and Enablers	Resources
Oversight of care experience, quality, and cost for virtual care • How are patient preferences understood and taken into consideration by leadership when planning for virtual care? • How is quality of virtual care reviewed (e.g., specific review by Quality Committees)? • How often is leadership reviewing quality and cost data?	
Impact of visit types on quality metrics • How is data about quality captured by visit type? • How are changes in quality of phone- and video-based care assessed over time? • How does the mix of visit types impact the quality metrics over time?	Telemedicine's Impact on Quality Improvement Metrics Creating a Framework to Support Measure Development for Telehealth
Potential impact of policy changes • What is required by DHCS and CMS regarding access to and payment for phone- or video-based care? • Are policy changes anticipated regarding phone- and video-based care? If yes, what may be the implications?	State Legislative Tracker Federal Legislative Tracker Assembly Bill in California: AB32
Current virtual care infrastructure and investment needs • Is the provider organization's internet connectivity and bandwidth sufficient to support video-based care? • Has the organization invested in the appropriate hardware to deliver virtual care? • Has the organization invested in a core platform that meets the needs for phone- and video-based care (HIPAA compliance, user friendliness, interoperability, storage, etc.)?	Technical Considerations When Choosing Your Telemedicine Platform Technical Infrastructure and Vendor Considerations for Telemedicine Provider and Team Devices for Telemedicine
Revenue implications • With current and anticipated reimbursement levels, what are the projected revenue implications based on the planned mix of in-person, and phone- and video-based care? • Does the organization need to consider changing the mix of visit types to ensure appropriate revenue?	

Organizational Considerations, Barriers, and Enablers	Resources
Managed Care Plan policies for reimbursement • How can MCP policies for phone- and video-based reimbursements support optimal care (patient satisfaction, quality, access)? • How can MCP policies support other forms of virtual care needed for optimal care (texting, remote patient monitoring)? • What information and evidence can inform MCP policies for optimal care?	[Telehealth in Medicare after the coronavirus public health emergency](#) [Separating Myth from Reality Telehealth Expansion and the Potential for Fraud](#)
Risk management • How is cyber security managed today and what are the gaps? • How is patient safety for phone- and video-based care managed, and what are the gaps? • How is patient privacy ensured for virtual care? • How is fraud identified and mitigated?	[Telemedicine Privacy and Security](#)

Operationalizing Virtual Care Delivery	Resources
Impact of virtual care on care team roles • How might staff roles change (or how have they changed) with increased virtual care? • Are staff available to outreach to and provide tech support for patients, and how would/does that impact other organizational operations? • What impact would continued or increased virtual care have on workflows and workload? • Are there additional roles needed to meet the needs for virtual care?	[Health Care Team Workflows for Telemedicine](#) [Using Telehealth to Improve Home-Based Care for Older Adults and Family Caregivers](#)
Protocols to determine, deliver and document high-quality care • Is there a shared understanding for when phone-based care, video-based care, or in-person visit is most appropriate? • If not, how can guidelines or protocols be developed to support providers? • How are patient preferences captured and how does that inform the type of visit? • How to ensure documentation, including informed consent when needed?	[American Telemedicine Association Practice Guidelines](#) (limited guidelines) [Standards and Guidelines in Telemedicine and Telehealth](#)
Training and support for teams to successfully deliver virtual care • How are providers trained and supported to feel comfortable with virtual care? • How can providers be supported if/when they face challenges with virtual care?	[Establishing Provider-Patient Trust in Telemedicine](#) [Empathic Communication in Virtual Practice](#) [Digital Health Implementation Playbook](#)
Team burnout and well-being • How do we understand the current state of staff well-being and the impact of multiple visit modalities on well-being? • How do we support staff well-being? • Have schedules been adapted to minimize burnout?	[Promoting Telemedicine Provider Well-Being](#)

Operationalizing Virtual Care Delivery	Resources
Operational impact of different workflows by visit type • How well are current workflows for virtual care understood? • How may the workflow improve and evolve?	Telehealth and Telephone Visits in the Time of COVID-19: FQHC Workflows and Guides Flipping a Telephone Visit to a Video Visit

Addressing Patients' Preferences and Needs	Resources
Patients' preferences for different visit types and the se of patient satisfaction data to improve services • How do we understand patients' preferences for visit type? How can this be improved? • Where are patients' preferences for visit type documented? • Are patient satisfaction surveys capturing experiences with virtual care? • How does patient satisfaction inform changes to virtual care workflows and offerings?	Automating Patient Feedback Surveys
Patients' digital literacy and ability to engage in virtual care • How do we understand digital and other barriers for virtual care? • Where and how is digital literacy documented?	Screening Patients' Digital Access and Skills for Telemedicine Telemedicine Technical Support for Patients Telehealth access for Seniors
Support to help patients with technologies for virtual visits • How can we provide technical support and tools to assist patients before, during and after virtual care visits? • How can we ensure the support is available in different languages and at a language level that patients are comfortable with?	Use of Interpreters and Non-English Instructions for Telemedicine