



VPQHC

Vermont Program for Quality in Health Care, Inc.

# **Statewide Telehealth Workgroup & COVID-19 Response**

**May 5, 2020**

**Joint House Health Care and Senate Health &  
Welfare Committees**

Presenters:

Catherine E. Fulton, Executive Director

Hillary Wolfley, Associate Director



# **CREATING A CULTURE OF QUALITY THROUGH EDUCATION, MEASUREMENT, AND COLLABORATION**

**VPQHC**  
Vermont Program for Quality in Health Care, Inc.

# VPQHC Telehealth Webpages

## Statewide Telehealth Events

---

ONGOING

### Telehealth Virtual Office Hours

#### Beginning the Week of April 6th

Twice-weekly Telehealth Virtual Office Hours are being offered to help V services quickly in response to COVID-19. These office hours will be supported by the Center (NETRC), and The Vermont Program for Quality in Health Care that the Wednesday (12 pm - 1 pm) session will be supported by Dr. Ma Retreat, and current President of Alpine Telehealth.

## Statewide Telehealth Resources & Workgroup

[CLICK HERE FOR INFORMATION ABOUT OUR TELEHEALTH OFFICE HOURS AND OTHER STATEWIDE TELEHEALTH EVENTS](#)

---

### VERMONT TELEHEALTH RESOURCES

**COVID-19 Telehealth Updates:** *Please note that guidance is changing by the day. We are keeping the site as up-to-date as possible.*

#### Payer Policies

##### Medicare

- [CMS Medicare Telemedicine Health Care Provider Fact Sheet](#)
- [CMS Medicare Telemedicine Health Care](#)

#### Other Payer Resources:

- [VT Telehealth Expansion Guide](#) - Creator: Helen Labun, Director of Public Policy, Bi-State Primary Care Association - *Wonderfully comprehensive guide to telehealth expansion in Vermont under COVID-19. Applicable to all but with an FOUC form include other payers.*

# COVID-19 Activities Overview



## TELEHEALTH RESOURCES & EVENTS

April 2020

### STATEWIDE TELEHEALTH WORK GROUP & RESOURCES

VPQHC established the Vermont Statewide telehealth Workgroup in September 2019. The goal of the work group is to improve the access to, and quality of, healthcare for Vermonters through the expansion of telehealth in Vermont. The workgroup has representation from state entities, payers, as well as providers and provider organizations from across the continuum of care. Read more about the workgroup on our website.

Were you providing telehealth services prior to the COVID-19 pandemic?



Data collected from a poll distributed during VPQHC's Telehealth Q&A with commercial payer webinar hosted 9/7/2020 (n= 75)

**COVID-19 Response:** VPQHC has partnered with Northeast Telehealth Resource Center (NETRC) to connect providers to needed information and resources in order to successfully transition to telehealth.

### APRIL STATEWIDE TELEHEALTH EVENTS



Telehealth Town Hall  
156 Participants



Telehealth Q&A with Private Insurers  
102 Participants



7 Office Hour Events  
159 Participants



"Thank you for this! It helped alleviate some fears and confusion!" "Thank you!"  
"Thank you for this webinar. Very informative."

### VPQHC Telehealth Website Engagement: April 2020



CLICKS

Telehealth Resources & Workgroup  
Telehealth Events



Vermont Program for Quality in Health Care, Inc.



# Questions?

Catherine E. Fulton  
Executive Director  
VPQHC

[CatherineF@vpqhc.org](mailto:CatherineF@vpqhc.org)

802-229-2449

Hillary Wolfley  
Associate Director  
VPQHC

[HillaryW@vpqhc.org](mailto:HillaryW@vpqhc.org)

802-262-1304

VPQHC

Vermont Program for Quality in Health Care, Inc.



Thank you!

VPQHC

Vermont Program for Quality in Health Care, Inc.