



Telehealth & Virtual Care Meeting Series

Improving Access

Friday, March 11, 2022 | 2:00 – 6:00 PM ET

Meeting Objectives

- Understand the current regulatory and policy environment as it relates to telehealth for pain management and substance use disorder (SUD) care.
- Identify access barriers and challenges, including regulatory, policy, payment, and others, for the adoption and utilization of telehealth for pain and SUD across care settings.
- Explore opportunities for telehealth to improve access to pain management and SUD care and services.
- Discuss strategies to both overcome identified barriers and capitalize on opportunities for expanded telehealth services in pain management and SUD care.

Opening Remarks

2:00 – 2:10pm (10 min)

2:00pm

Welcome & Opening Remarks

- **Aisha Salman, MPH** Program Officer, National Academy of Medicine
- **Helen Burstin, MD, MPH, MACP** Chief Executive Officer, Council of Medical Specialty Societies
- **Kelly J. Clark, MD, MBA** Founder and President, Addiction Crisis Solutions; Past President, American Society of Addiction Medicine

Session 1: State and Interstate Regulatory and Policy Landscape

2:10 – 3:00pm (40 min)

Key Discussion Questions

- What are some of the key differences in how federal policy and regulatory changes have been adopted and/or implemented at the state and interstate level, particularly as it pertains to pain management and SUD care?
- How are state medical boards, Medicaid directors, and care providers responding to these policy changes?
- What are some of the policy and regulatory barriers that remain at the state level for effective telehealth-enabled pain and SUD care?
 - Are there strategies that have worked well at the state level to overcome these barriers?

2:10pm

Introduction to Session

Moderator: **Kelly J. Clark** Addiction Crisis Solutions

2:15pm

Insights from State Medicaid Leaders

- **Lindsey Browning, MPP** Program Director, Medicaid Operations, National Association of Medicaid Directors

2:18pm

Lessons Learned from Expanding and Delivering SUD Virtual Care across State Lines

- **Ankit Gupta, MS** Founder and Chief Executive Officer, Bicycle Health

2:21pm

Pain Management Virtual Care in Georgia: Challenges and Lessons Learned

- **Doris K. Cope, MD, MS** Pain Management Clinician, SUN Pain Institute, LLC

2:24pm

Moderated Discussion with the Speakers and Participant Q&A (~35 min)

Session 2: Federal Regulatory and Policy Landscape

3:00 – 3:30pm (30 min)

Key Discussion Questions

- How have the federal-level policies and regulatory flexibilities enacted during the COVID-19 public health emergency impacted access to, and delivery of, telehealth-enabled pain management and SUD care?
- What federal policy and/or regulatory changes have been most beneficial to pain and/or SUD patients? What policy and regulatory barriers still remain?
- As the public health emergency subsides, what flexibilities should remain? What flexibilities are no longer necessary? What additional flexibilities/changes are still needed?

3:00pm

Introduction to Session

Moderator: **Helen Burstin** Council of Medical Specialty Societies

3:05pm

Implications of Changes to Federal Telehealth Policy and Regulations during COVID-19 Public Health Emergency on Delivery of Pain Management

- **Shari M. Ling, MD** Deputy Chief Medical Officer, Center for Clinical Standards and Quality, Centers for Medicare and Medicaid Services

3:10pm

Implications of Changes to Federal Telehealth Policy and Regulations during COVID-19 Public Health Emergency on Delivery of SUD Care

- [Yngvild K. Olsen, MD, MPH](#) Acting Director, Center for Substance Abuse Treatment, Substance Abuse and Mental Health Services Administration

3:15pm **Moderated Discussion with the Speakers and Participant Q&A (~15 min)**

3:30pm **BREAK (10 min)**

Session 3: Clinical Perspectives and Payment and Reimbursement Considerations

3:40 – 4:40pm (60 min)

Key Discussion Questions

- When adapting standard care and treatment interventions to the virtual environment, what are some of the key clinical considerations for pain management and SUD care?
 - How have current payment and reimbursement policies supported and/or inhibited the transition to virtual and/or telehealth-enabled care for pain management and SUD?
- What evidence is available regarding the impact of telehealth-enabled care on access and patient outcomes?
- What are the biggest challenges and/or concerns for payers and health plans to adapt reimbursement models to support telehealth-enabled pain management and SUD care?

3:40pm **Introduction to Session**

Moderator: **Rhonda R. Beale** UnitedHealth Group

3:45pm **Clinical Perspectives for Transitioning Pain Treatment to the Virtual Care Environment**

- [Edward R. Mariano, MD, MAS, FASA](#) Professor of Anesthesiology, Perioperative and Pain Medicine, Stanford University and Chief of Anesthesiology and Perioperative Care Service, Veterans Affairs Palo Alto Health Care System

3:52pm **Clinical Perspectives for Transitioning SUD Treatment to Virtual Care Environment**

- [Haiden A. Huskamp, PhD](#) Henry J. Kaiser Professor of Health Care Policy, Harvard Medical School

3:59 pm **Telehealth Coverage: Challenges and Opportunities for Health Plans to Adapt Reimbursement Models to Increase Access to Telehealth-enabled Pain Management and SUD Care**

- **Debra Nussbaum, PhD, LCSW** Senior Director of Behavioral Health Product and National SUD Strategy Lead, Optum

4:06pm **Six Myths Regarding Telehealth Payment Parity**

- [Chad Ellimoottil, MD, MS](#) Director, U-M Telehealth Research Incubator, University of Michigan

4:13pm **Moderated Discussion with the Speakers and Participant Q&A (~25 min)**

4:40pm **BREAK (10 min)**

Session 4: Intersection of Access to Quality Care and Social Determinants of Health

4:50 – 5:50pm (60 min)

Key Discussion Questions

- How can telehealth-enabled care help to address existing health disparities among diverse populations affected by pain and SUD? How might it also further exacerbate existing disparities?
- What are some innovations and/or strategies for using telehealth-enabled care to alleviate health disparities?
 - How can these strategies be scaled across different care settings and to reach different patient populations?

4:50pm **Introduction to Session**

Moderator: **Elizabeth Salisbury-Afshar** University of Wisconsin, Madison

4:55pm **Why Closing the Digital Divide is a Health Equity Matter**

- [Nicol Turner Lee, PhD](#) Director, Center for Technology Innovation and Co-Editor-In-Chief, TechTank, Brookings Institute

5:02pm **Telehealth: A More Accessible Future?**

- [Hannah Snyder, MD](#) Assistant Professor of Family Community Medicine, University of California, San Francisco; Director and Co-Principal Investigator, CA Bridge

5:09pm **Telehealth to Expand Access in Underserved Populations**

- [David Kan, MD](#) Chief Medical Officer, Bright Heart Health

5:16pm **Benefits and Challenges of Telehealth for SUD Care: the Indian Health Service's Experience**

- **Chris Fore, PhD** Director, Telebehavioral Health Center of Excellence, Indian Health Service

5:23pm **Moderated Discussion with the Speakers and Participant Q&A (~25 min)**

Closing Remarks
5:50 – 6:00pm (10 min)

5:50pm

Summary Remarks

- **Helen Burstin**, Council of Medical Specialty Societies
- **Kelly J. Clark**, Addiction Crisis Solutions

5:55pm

Wrap-Up & Meeting Adjournment

- **Aisha Salman**, National Academy of Medicine