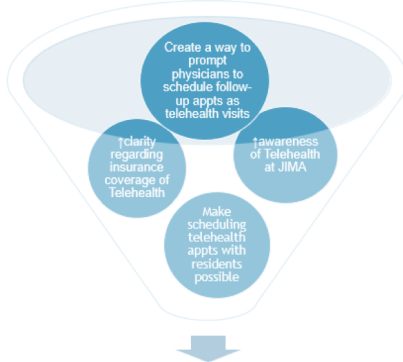


## Background and Problem Definition

Globally, Telehealth visits have been on the rise. However, QLIK data from Jefferson Internal Medicine Associates (JIMA) from 2018 and 2019, shows that Telehealth has been significantly underutilized, especially among resident physicians. Among the residents at JIMA, there had been zero Telehealth encounters in 2018 and 2019. Among attendings, there had been only an average of 100 Telehealth visits per year in 2018 and 2019.

Based on survey data, residents are interested in gaining exposure to Telehealth and attendings would like to increase their number of Telehealth appointments. Providers expressed uncertainty about insurance coverage as a major barrier to increasing Telehealth utilization.

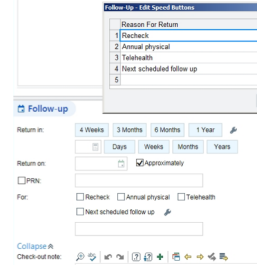
## Aims For Improvement



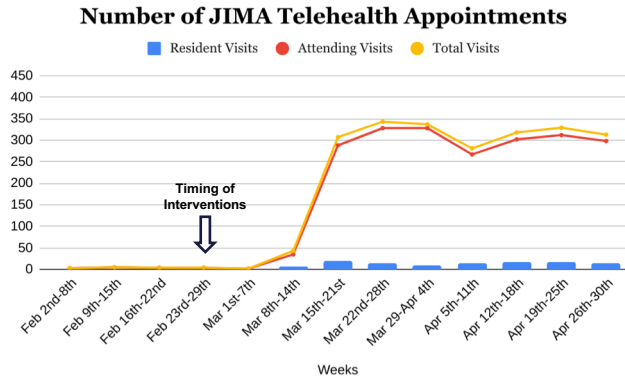
**SMART AIM: Increase the total number of Telehealth visits at JIMA by 25% and initiate Telehealth visits for residents by May 1st.**

## Interventions

- EPIC “Telehealth” button in wrap up section.
- Telehealth fliers listing insurance companies known to provide coverage for Telehealth.
- Residents listed as providers able to schedule Telehealth appointments



## Results



## Next Steps

**Impact of COVID-19:** A major confounding variable that increased utilization of Telehealth during the post-intervention period was the onset of the COVID-19 pandemic.

Unfortunately, study results were difficult to interpret in the background of this pandemic. While our study reached and surpassed its aim, it is unclear what impact our interventions played to increase utilization.

Given telehealth utilization has increased tremendously (ex: 2100% for resident physicians), next steps can be aimed at further clarifying insurance coverage of telehealth visits for both provider and patient, since many carriers do not explicitly share the anticipated cost of Telehealth visits with patients.

## Interested in scheduling a Telehealth visit?

With telehealth visits, you can video chat with your doctor in the comfort of your own home or office. Only some visits are appropriate for telemedicine. Please discuss with your doctor.

### Insurances believed to be accepting Telehealth billing:

Aetna (only for Jefferson Employees)  
Blue Cross/Blue Shield including Horizon  
NJ Cigna  
Medicare PFS  
Personal Choice  
United (commercial only)

### Capitated Insurances unlikely to bill patients above their regular co-payment:

Keystone Health Plan East  
Health Partners  
Keystone First

### Unclear status or not accepting Telehealth Billing:

Aetna (non-Jefferson employee)  
Aetna Better Health  
Cigna HealthSpring  
Humana Medicare

\*Always confirm your estimated cost with your own insurance company\*

### References:

- 1.
- 2.

<http://www.aanfmmed.com/content/215/2/225.full.pdf.html>  
<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4334920/080S204>