



Telehealth Strategy

Tracy Rico RN, MHA
Telehealth and Clinical Data
Exchange Programs
trico@centene.com

Superior HealthPlan



- We are a wholly owned subsidiary of Centene Corporation and the **largest Medicaid MCO in Texas.**
- Since 1999, Superior HealthPlan has steadily grown into a statewide leader in healthcare, now offering nine unique products to more than **1.3 million members** across Texas.

Telehealth Vision and Goals



Transform the physical and behavioral healthcare experience through telehealth



Improve member and provider satisfaction



Improve health outcomes and increase quality of care



Enhance access and remove barriers of care



Deliver care that is affordable and sustainable



Develop and Influence policy that supports telehealth

Telehealth Initiatives



Implement a Virtual Visit benefit by partnering with **Teladoc**. Build a common benefit offering in three areas:



- a) Stand-alone Virtual (Urgent Care) Medical Visits
- b) Virtual Behavioral Health Visits
- c) Access via mobile app, member portal, call center. Includes triage from Advice Line (NAL)

Expand E-Consults to PCP groups:



- a) An electronic message exchange for clinical questions and related diagnostic data review, initiated by the primary care physician to a specialist.
- b) E-consults can expedite and/or replace face to face office visits with specialists.
- c) Specialists can convert an E-Consult to a referral if necessary.



Project ECHO™ is a virtual provider to provider education model using live video tele-mentoring sessions led by expert teams to connect with providers in the community.

Teladoc Services



Current Offerings:

Ambetter (ACA): General Medical & Behavioral Health (Adults only)

Allwell (Medicare): General Medical, Dermatology & Tobacco Cessation

Starting 6/1/19 we will offer Teladoc to:

Medicaid/MMP/CHIP: General Medical, Dermatology & Behavioral Health (Adults only)

Other Telehealth Projects



- School based Telemedicine with Hazel Health
- HB 1697 Rural TeleNICU Project with HHSC
- eMD Access with Austin Regional Clinic
- Remote health coaching with Wellframe
- Remote Telemonitoring partnerships

Next Steps



- Add Pediatric Behavioral Health Services
- Encourage current Providers to offer Telehealth services through Teladoc or the platform of their choice
- Support Providers by publishing policies for telehealth reimbursement



Questions?

Tracy Rico RN, MHA

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210-363-7847