
TELEHEALTH STARTUP CHECKLIST:

- ☐ Allow an appropriate amount of time for the implementation (6-12 months)
- ☐ Set clear goals that reflect the needs of your patient population
- ☐ Complete an analysis of the projected revenue impact
- ☐ Review the telehealth vendors in your area (See below for considerations on choosing a vendor)
- ☐ Ensure system's HIPAA compliance via use of secured encrypted transmissions for PHI
- ☐ Complete a data infrastructure analysis and consider a cellular hotspot backup solution
- ☐ Review state rules regarding establishing a patient-physician relationship to ensure this can occur via telehealth
- ☐ Review additional requirements for ICU or hospital telehealth solutions
- ☐ Verify that the patients to be served are eligible for telehealth based on the service area and the insurance they have (Commercial vs. federal)
- ☐ Follow regulations on identifying the patient and performance of an appropriate exam before establishing a diagnosis
- ☐ Verify you are complying with the state laws for your location regarding informed consent (written vs. verbal)
- ☐ Research reimbursement rules for your state, including rules on remote patient monitoring (RPM) billing and any commercial payer requirements for your state, many of which have lifted the CMS-imposed geographic restrictions
- ☐ Compile a CPT code list by payer
- ☐ Verify Medicaid billing/reimbursement rules for your state(s)
- ☐ Verify which payers require a GT modifier
- ☐ Research licensure rules for your state (if there is no reciprocity, providers may require medical licenses in multiple states to offer services outside of your home state)
- ☐ Establish a physician champion to be a resource for all your clinicians
- ☐ Train and educate your staff and providers, including how to maintain eye contact and dress appropriately for good "webside" manner
- ☐ Review malpractice considerations with your malpractice insurance carrier
- ☐ Advertise/market the telehealth services

CONSIDERATIONS WHEN CHOOSING A TELEHEALTH VENDOR:

- ☐ Customer reviews (providers and patients)
- ☐ System compliance with HIPAA and medical boards
- ☐ Type of services provided (e.g., live video visits, mobile friendly, phone, chat, secure messaging)
- ☐ 24/7 service and tech support
- ☐ Integration with current EHR
- ☐ Integration with current practice management system
- ☐ Implementation process
- ☐ Training provided
- ☐ Customizable solutions
- ☐ Marketing support from vendor
- ☐ Provider eligibility requirements (using providers from the practice or using providers from the vendor network)
- ☐ Real-time eligibility
- ☐ Support for insurance claims
- ☐ Integrated telehealth kiosk/carts
- ☐ Cost

ADDITIONAL RESOURCES

- ["Transitioning from episodic to relationship-based care using telehealth"](#) (MGMA Connection)
- ["Navigating telehealth billing requirements"](#) (MGMA Connection)
- ["Educating patients about telehealth starts with face-to-face conversations"](#) (MGMA Connection)

The Center for Connected Health Policy (CCHP) in Sacramento, Calif., maintains an up-to-date, searchable database of current telehealth laws and policies, as well as pending legislation and regulations for all 50 states and the District of Columbia: [**cchpca.org**](http://cchpca.org).