
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.