

Telemedicine Task Force

Technology Solutions and Standards Advisory Group

April 22, 2014



The MARYLAND
HEALTH CARE COMMISSION

Agenda

- **Introductions**
- **Discussion**
 - **Wireframes**
 - **Policy**
- **Next steps**

Telehealth Provider Directory Background

- A barrier to telehealth diffusion identified by the TSS advisory group in 2013 was the availability of information about providers rendering telehealth services
- A telehealth provider directory could:
 - Enable providers to identify other providers who are delivering health care services through telehealth
 - Be made available through the State-Designated health information exchange, the Chesapeake Regional Information System for our Patients (CRISP)

CRISP Provider Directory

Available today through the Maryland Health Connection

- **Telehealth providers could be highlighted on the current CRISP provider directory**
- **Telehealth information in the CRISP provider directory could be made available to both providers and consumers, as the CRISP provider directory is accessible to the public**

Phased Implementation Approach

Phase 1

- For providers: listing of providers who deliver health care services using telehealth and additional information, including clinical services provided and technology capabilities
- For consumers: listing of providers who deliver health care services using telehealth

Phase 2

- Additional functionality for providers: availability indicator, chat window, and e-mail

Telehealth Provider Directory

Draft Wireframes

Data Collection



*Connecting Physicians With Technology
To Improve Patient Care in Maryland*



CRISP Portal

**Who Is
Participating?**

Training

New Users

Existing Users

Patient Materials

CRISP Portal User and DIRECT Messaging Request Form

CRISP Portal - As clinical information is created and shared with CRISP, it is made accessible in real time to participating health care providers through the free CRISP Portal. The portal gives providers the ability to securely look up patient information from multiple sources through the Internet.

CRISP DIRECT Messaging - is a secure and encrypted e-mail service that supports electronic communication between physicians, nurse practitioners, physician assistants, and other healthcare providers. CRISP DIRECT Messaging is separate from the CRISP portal. There may be a cost associated with CRISP DIRECT messaging.

*** Required**

How did you complete CRISP training? *

What date did you complete training? *

Enter date below (e.g 1/1/2013) Do not enter TEXT in this field. If you are ONLY applying for CRISP DIRECT Messaging please enter today's date

First Name *

Please select a Portal Access Level for the Exchange

Support Staff - Typically clinical support staff who need access to only certain types of clinical information. Level 1 users can not use the medication query feature.

Licensed Health Professional - Typically licensed health professionals who need access to all types of clinical information but who are not licensed to write prescriptions themselves. Can query for medications on behalf of a doctor.

Provider - Typically physicians or nurse practitioners who need access to all types of clinical information and have NPI, DEA, and prescription license numbers. NPI, DEA and prescription license number must be supplied in order to be able to query medications.

Access Level *

Support Staff ▼

Would you like to request a CRISP DIRECT Messaging account? *

CRISP DIRECT Messaging is a secure and encrypted e-mail service that supports electronic communication between physicians, nurse practitioners, physician assistants, and other healthcare providers. This new service is being offered by the statewide Health Information Exchange - CRISP - and continues the goal of securely sharing patient's clinical information among their treating providers in Maryland.

☐ ▼

Do you currently practice telehealth?

If yes, you will be asked to respond to an additional set of questions on your capabilities

☐ ▼

Continue »

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CHESAPEAKE REGIONAL INFORMATION SYSTEM FOR OUR PATIENTS

CRISP - 7160 Columbia Gateway Drive, Suite 230 - Columbia, Maryland 21046
T/877-95-CRISP (27477) - F/443-817-9587 - info@crisphealth.org



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Do you currently practice telehealth?

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Yes 

Please select the clinical services you provide through telehealth:

Consultation

Behavioral health
Cardiology
Dentistry
Dermatology
Obstetrics
Oncology

Emergency

Cardiac
Dentistry
Disaster
Pediatric
Stroke
Trauma

Please select your telehealth technology capabilities:

Interactive audio/video
Remote patient monitoring
- Hospital-based
- Outpatient chronic, intermittent
Robotics
Store and forward

Telehealth vendor product

EHR product

Continue »

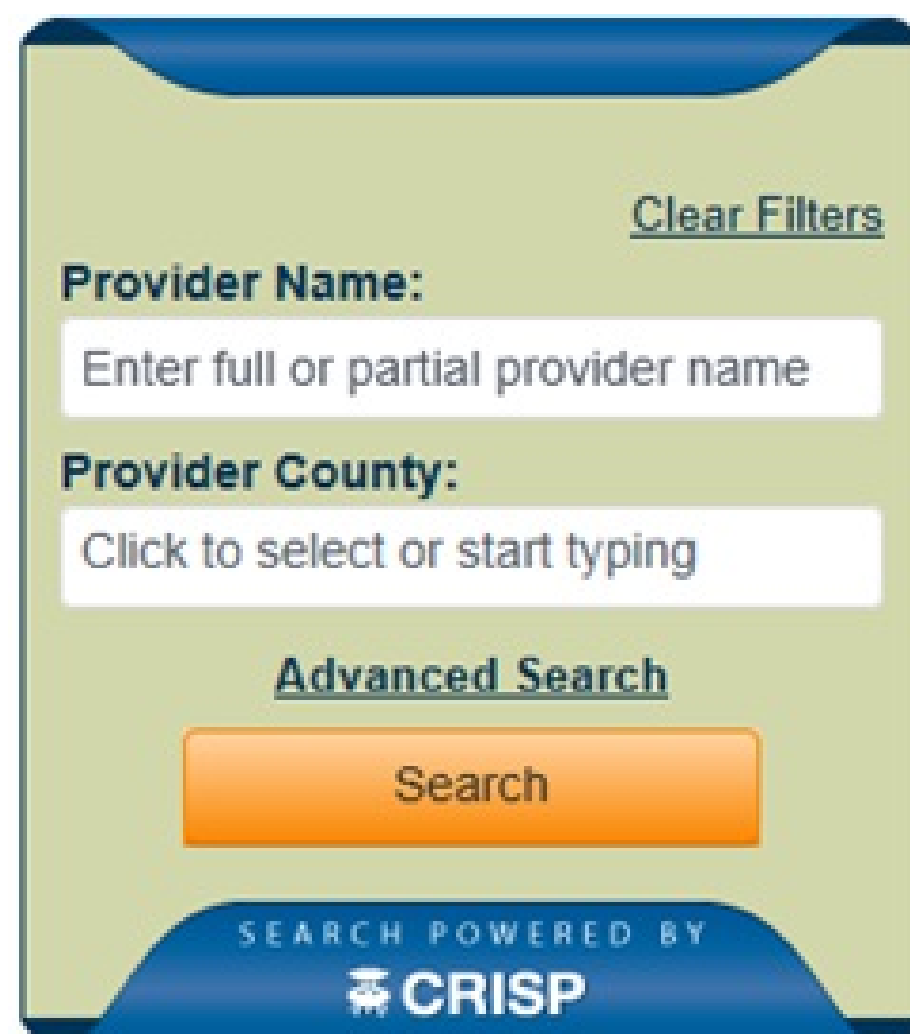
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Phase 1 - Providers

Provider Search

This website allows you to search for a healthcare provider by name, specialty, location, insurance carrier, or insurance plan. Search results show the health plans your provider participates in to help you choose the right coverage for you. The provider directory is based on information submitted by each health plan participating in Maryland Health Connection. Currently, only Maryland-based providers are included in the directory.



The screenshot shows a search interface with a 'Clear Filters' link at the top right. Below it are two input fields: 'Provider Name:' with a placeholder 'Enter full or partial provider name' and 'Provider County:' with a placeholder 'Click to select or start typing'. An 'Advanced Search' link is positioned above an orange 'Search' button. At the bottom, it says 'SEARCH POWERED BY CRISP' with the CRISP logo.

FAQs page



Maryland Health Connection has partnered with CRISP to help power the provider search website. Please review the FAQs page before contacting CRISP, and if you still have any unanswered questions or concerns our contact information is listed below.

For Providers page



If you are a healthcare provider and see an inaccuracy in your data, CRISP can help you make updates by working with the relevant health plans. Health plans submit updated network information to Maryland Health Connection every two weeks.

If you have **questions regarding health insurance coverage**, please call the Maryland Health Connection Customer Support Center at **855-642-8572** or visit the [Maryland Health Connection Consumer Assistance website](#). If you are a **healthcare provider reporting a data error**, please call the CRISP hotline at **877-952-7477** or email us at providersearch@crisphealth.org

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[Clear Filters](#)

Provider Name:

Provider County:

Provider Specialty:

Carrier Name:

Plan Name:

Provider ZIP Code:

[Simple Search](#)

SEARCH POWERED BY
 **CRISP**

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Telehealth Provider Search

The telehealth search enables providers to identify other providers who are delivering health care services using telehealth.

Telehealth is the delivery of health related education and services using telecommunications and related technologies in coordination with a health care professional.

If you are interested in learning more about another provider's telehealth capabilities, please contact the provider regarding their scope of telehealth services and operational details.

Telehealth Search

[Clear Filters](#)

Provider Name:

Enter full or partial provider name

Provider County:

Click to select or start typing

Provider Specialty:

Click to select or start typing

Carrier Name:

Click to select or start typing

Plan Name:

Click to select or start typing

Provider ZIP Code:

Enter ZIP Code

Simple Search

Search

SEARCH POWERED BY

CRISP



Other search fields to be determined

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Clear Filters

Provider Name:

Enter full or partial provider name

Provider County:

Click to select or start typing

Provider Specialty:

Ambulance Service

Anesthesiology

Audiology

Behavioral Health

Blood Bank

Blood Transfusion

Cancer Center

Search

SEARCH POWERED BY

CRISP

Phase 1 - Providers



Telehealth Search

[Clear Filters](#)

Provider Name:

Provider County:

Provider Specialty:

Behavioral Health

Carrier Name:

Plan Name:

Provider ZIP Code:

Simple Search

Search

SEARCH POWERED BY

CRISP

1 - 10 of 2683 items

Archil Abashidze

Behavioral Health

Psychiatry

View Full Profile

Supported Carriers

- CareFirst BlueChoice
- CareFirst BlueCross BlueShield
- UnitedHealthcare

Available Locations

- ANNAPOLIS, MD
- CHESTER, MD
- ELKTON, MD
- GLEN BURNIE, MD
- SEVERNA PARK, MD

Telehealth Services Available

Muhammad Ali Abbas

Psychiatry

View Full Profile

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Available Locations

- ANNAPOLIS, MD
- BETHESDA, MD
- COLUMBIA, MD
- ELLICOTT CITY, MD
- ROCKVILLE, MD
- SILVER SPRING, MD

Telehealth Services Available

Safuyyah H Abdul-Rahman

Behavioral Health

Psychiatry

View Full Profile

Supported Carriers

Available Locations

Phase 1 - Providers

Full Provider Profile

Bookmark this? Open in new window!

Print

Archil Abashidze

Behavioral Health

Psychiatry

Supported Carriers and Plans

CareFirst BlueChoice

- HealthyBlue Gold \$1,500
- HealthyBlue Platinum \$0
- BlueChoice Gold \$0
- BlueChoice Gold \$1,000
- BlueChoice HSA Bronze \$4,000
- BlueChoice HSA Bronze \$6,000
- BlueChoice HSA Silver \$1,300
- BlueChoice Plus Bronze \$5,500
- BlueChoice Plus Silver \$2,500
- BlueChoice Silver \$2,000
- BlueChoice Young Adult \$6,350

CareFirst BlueCross BlueShield

- BlueCross BlueShield Preferred 1500, A Multi-State Plan
- BlueCross BlueShield Preferred 500, A Multi-State Plan
- BluePreferred HSA Bronze \$3,500
- BluePreferred Platinum \$0

Telehealth

Consultation:
Behavioral health

Technology capabilities:
Interactive audio/video

Available Locations

300 E Pulaski Hwy Ste 112
ELKTON, MD 21921
(410) 315-9350

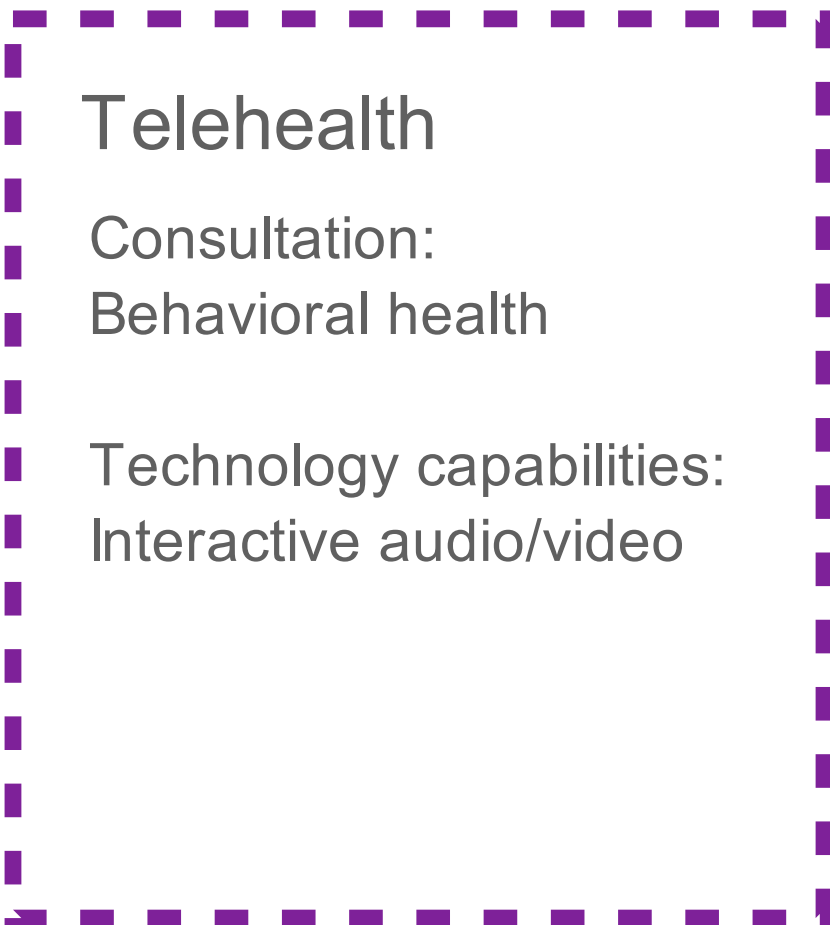
5 Oak Ct
ANNAPOLIS, MD 21401
(410) 315-9350

300 Hospital Dr
GLEN BURNIE, MD 21061
(410) 315-9350

650 Ritchie Hwy Ste 207
SEVERNA PARK, MD 21146
(410) 315-9350

301 Hospital Dr 2nd Fl

Details to be determined



2683 items

Full Profile

Telehealth
Services
Available

Full Profile

Telehealth
Services
Available

Full Profile

Phase 1 - Consumers

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In you are interested in accessing medical services using telehealth, please contact the provider for scope of telehealth services and operational details.

If you are experiencing a medical emergency, call 911.

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Enter full or partial provider name

Provider County:

Click to select or start typing

Provider Specialty:

Click to select or start typing

Carrier Name:

Click to select or start typing

Plan Name:

Click to select or start typing


Provider ZIP Code:

Enter ZIP Code

Simple Search

Search

SEARCH POWERED BY

 CRISP

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SEARCH POWERED BY

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Phase 1 - Consumers



Home

FAQ

For Providers

Telehealth
For Providers

Telehealth
For Consumers

Telehealth Search

[Clear Filters](#)

Provider Name:

Provider County:

Provider Specialty:
Behavioral Health

Carrier Name:

Plan Name:

Provider ZIP Code:

[Simple Search](#)

SEARCH POWERED BY
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View Full Profile

Telehealth Services Available

Safuyyah H Abdul-Rahman

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Supported Carriers

Available Locations

View Full Profile

Full Provider Profile

Bookmark this? Open in new window!

Print

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Behavioral Health

Psychiatry

Telehealth Services
Available

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- BlueChoice HSA Bronze \$6,000
- BlueChoice HSA Silver \$1,300
- BlueChoice Plus Bronze \$5,500
- BlueChoice Plus Silver \$2,500
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(410) 315-9350

301 Hospital Dr 2nd Fl

Phase 2 - Providers

Phase 2 - Providers

Full Provider Profile

Mouse-over shows tooltip explaining each button

Bookmark this? Open in new window!

Print

Archil Abashidze

Behavioral Health

Psychiatry

Indicator

Open
chat
window

Send an
email

Phone
number

Telehealth Services

Available Now



Details to be determined

Available = ...

Phase 2 - Providers

Full Provider Profile

Bookmark this? Open in new window!

Print

Archil Aba

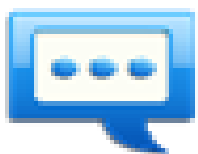
Behavioral Health

Telehealth

Chat Window

Hello, I have a patient in need of a consult.

Okay, I am available to assist.



2683 items

Full Profile

Telehealth
services
available

Full Profile

Telehealth
services
available

Full Profile

Policy Discussion

Policy Questions

- How can information submitted by providers and their staff that is included in the telehealth provider directory be validated?
- Should there be standards to enable interoperability between telehealth applications and wherever patient records are stored?
- What key policies are needed to ensure that telehealth technology used in Maryland is compliant with federal and State privacy and security laws?
- What parameters for use of the telehealth provider directory in emergent situations should be developed?

Next Steps

- Continue to develop wireframes for telehealth provider directory and explore key policies
- Upcoming Technology Solutions and Standards Advisory Group meetings:
 - Workgroup conference calls:
 - Thursday, May 8th from 2:00 pm – 3:00 pm
 - Wednesday, June 18th from 10:00 am – 11:00 am
 - In person meetings at MHCC:
 - Wednesday, June 4th from 2:00 pm – 4:00 pm
 - Thursday, July 10th from 10:00 am – 12:00 pm

Thank You!



The MARYLAND
HEALTH CARE COMMISSION