10 steps to getting started as a telehealth provider

Follow these steps to plan, set goals, research, and set up your practice.

1. Identify your telehealth goals
   - Ask yourself: What am I trying to accomplish through telehealth?
     - Grow my practice
     - Increase access
     - Reduce no-show rates
     - Improve quality metrics
     - Save time
     - Earn extra income
   - Consider setting small goals and scaling over time.

2. Determine how telehealth will fit within your practice
   - What percentage of your time do you want to dedicate to telehealth?
   - When are you available to deliver care via telehealth?
   - How will this fit into your current schedule?

3. Consider your patient panel
   - Ask yourself: Am I willing to accept new patients or only current patients?
   - The following demographics are prime candidates for telehealth:
     - Millennials
     - Tech-savvy patients
     - Patients with tech-savvy caregivers

4. Research HIPAA-compliant telehealth platforms
   - Ask detailed questions when considering vendors.
     - Is the platform cloud-based?
     - What equipment is required?
     - What are the initial and ongoing costs?
     - How are providers trained and on-boarded?
     - Are there costs associated with training?
     - Is the platform user-friendly? Can I manage it on my own without IT support?
     - What is the video quality?
     - Does the platform offer e-prescribing capabilities?
     - Can I bill patients through the platform?
     - Can patient records be easily imported into my EMR?
     - Is the platform secure and HIPAA-compliant?
• Does the vendor have a mobile app?
• What technical support is available to the provider and the patient?
• What tools are available to help me get started with the platform?

5. **Understand state and federal laws prior to conducting visits via telehealth**
• Find federal and state current guidelines online
• Check out the American Telemedicine Association: State Policy Resource Center

6. **Ensure that your professional liability insurance covers telehealth**
   Ask your insurance company if:
   • It covers telehealth
   • There are any restrictions or requirements
   • Malpractice liability extends coverage to multiple states

7. **Set up your telehealth workspace**
   • Purchase (if necessary), set up, and test equipment
   • Identify a suitable room for sessions that is quiet and clean with a plain backdrop
   • Ensure that your space is private for confidentiality
   • Hang a “do not disturb” sign on the door to avoid interruptions

8. **Move forward with the platform of your choice**
   • Create a provider profile on your platform
   • Complete the training and practice session required by the platform

9. **Register as a telehealth provider with Magellan Healthcare to begin delivering telehealth to Magellan members!**
   • Complete your Magellan attestation form at [http://www.MagellanProvider.com](http://www.MagellanProvider.com) (Select Telehealth from the Education menu)
   • Telehealth must be a covered benefit for members in order to be reimbursed

10. **Promote your telehealth practice**
    • Promote telehealth as an option for patients on your website, in your practice newsletter, via email, or via your social media page
    • Let referring PCPs know that you are set up to deliver care via telehealth
    • Ask current patients if they would be interested in trying telehealth for their next session
    • Ask front office staff to offer telehealth as an option for members when they call to schedule an appointment