



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
<http://www.americantelemed.org/main/policy-page/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> (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