

# Telehealth Advisory Committee

June 23, 2022, 4:00PM  
Virtual

## MEETING MINUTES

### 1. Call to Order

Dr. Sara Salek

Dr. Sara Salek called the meeting to order at 4:03pm

### 2. Welcome and Introductions

Dr. Salek

Manny Romo, Sue Dahl-Popolizio, Amber Porter, Amy Enriquez, Leanette Henegan, Bryan Davey, Charles Carpenter, Kimberly Egan, Michael Boylan, Richard Dobrusin, Ross Goldberg, Shannon Scott, Shelia Sjolander, Virginia Rountree, William Thompson

Rhonda Ellison – AHCCCS Coding Manager

### 3. Approve Prior Meeting Minutes

Dr. Salek

Committee approves February 2022 meeting minutes.

### 4. Coding/Audio Only Coverage Update

Dr. Salek

We will be publishing an addendum with the Medicare codes.

Dr. Thompson – He wanted to share recent experiences where he has had referral services denied due to the visit being telehealth. It was a commercial plan. Dr. Salek would like to see the coding details and recommends utilizing the statute as it is appropriate. This may need to be forwarded to DIFI for review.

Dr. Dobrusin – He notes that there may be a possibility that there is health plan prior authorization protocol. He has not seen anything specific to telemedicine visit.

Dr. Henagan – Recommends practitioners or patients to submit complaints to the DIFI.

Following up:

\*\*Include contact information and the process for complaints for inappropriate telehealth denials – follow-up with Leanette Henagan  
<https://difi.az.gov/consumers/help-problem/filing-complaint>

\*\*Add to the telehealth web page.

\*\*Include Worker's Compensation – follow-up with Charles Carpenter

Ginny Rountree – Recommends creating official language and continuing to watch the trends.

Dr. Elugunti – noted the public comment the committee received was specific to pediatrics. We will be bringing that discussion to our next Coding Subcommittee.

The report addendum will be posted on the Telehealth Advisory Committee web page -

<https://www.azahcccs.gov/AHCCCS/CommitteesAndWorkgroups/telehealthadvisorycommittee.html>

## **5. Telehealth Best Practices Report Review**

All

We merged the physical and behavioral health best practices subcommittees that included a wide range of committee members and a national renowned SME Dr. Krupinski to evaluate national best practice guidelines and published papers.

We reviewed if it was available publicly, current, if it was relevant after the pandemic,

We have asked the American Telemedicine Association as one best practice wasn't available in the public domain.

Dr. Dahl-Popolizio – recommends adding the Principles for Delivering Telerehabilitation Services. She is requesting since it includes reciprocity of other states, organizational guidelines that would be informative.  
-Need to double check that this is available publicly.

Dr. Goldberg notes the appreciation for this first round review.

Dr. Scott recommends adding the years to the documents. The group agrees.

Dr. Salek recommends the subcommittee to meet regularly to ensure the listing is correct.

Dr. Goldberg would like to meet every 6 months then move to annually. The group agrees that the subcommittee worked well and was efficient.

We have public comment periods and if the committee has any changes, they will email Lauren for the subcommittee to review.

The committee votes unanimously to publish the draft report with the noted updates discussed during the committee.

The report will be posted on the Telehealth Advisory Committee web page - <https://www.azahcccs.gov/AHCCCS/CommitteesAndWorkgroups/telehealthadvisorycommittee.html>

**6. Call to the Public**

Dr. Salek

When will the report be available publicly. - We will be finalizing and posting on the Telehealth Advisory Committee web page - <https://www.azahcccs.gov/AHCCCS/CommitteesAndWorkgroups/telehealthadvisorycommittee.html>

**7. Next Meeting Dates**

Dr. Salek

We will be sending out a doodle poll.

**8. Adjourn**

Dr. Salek

Meeting adjourned at 4:48pm.

Please contact Lauren Prole at [lauren.prole@azahcccs.gov](mailto:lauren.prole@azahcccs.gov) with any questions.