



<b>KERN HEALTH SYSTEMS</b>					
<b>POLICY AND PROCEDURES</b>					
SUBJECT: Telehealth Capabilities				POLICY #: 18.30-P	
DEPARTMENT: Enhanced Care Management					
Effective Date:	Review/Revised Date:	DMHC		PAC	
1/2022	3/29/2023	DHCS	X	QI/UM COMMITTEE	
		BOD		FINANCE COMMITTEE	

_____ Emily Duran Chief Executive Officer	Date _____
_____ Chief Medical Officer	Date _____
_____ Senior Director of Provider Network	Date _____
_____ Director of Claims	Date _____
_____ Administrative Director of ECM	Date _____

**POLICY:**

Kern Health Systems (KHS) and contracted Enhanced Care Management (ECM) Providers will ensure that ECM Members are engaged primarily through in-person interaction. There is a provision for modifications to this requirement to mitigate COVID-19 transmission risks utilizing telemedicine protocols.

Telemedicine is the use of medical information exchanged between the ECM Member and the ECM Provider using two-way video, secure email, smart phones, wireless tools, and other forms of telecommunication techniques.

No prior authorization is required for all visits performed utilizing telemedicine and is limited to KHS contracted ECM Providers who have demonstrated that they have adequate office space and suitable equipment to connect remotely.

Additionally, there is information posted on the KHS website as to how to access providers and/or the 24-hour Nurse Line remotely due to COVID-19.

**PROCEDURES:**

- A. The ECM Provider contracts will include language around the appropriate use of secure videoconferencing and telemedicine in place of in-person contact when necessary.
- B. All telemedicine visits shall be documented in the ECM Member's care plan and stored in the Member's Electronic Medical Record (EMR).

**REFERENCE:**

**Revision 2021-12:** General approval for MOC Part 1-3 received by DHCS to implement ECM on January 1, 2022.