Navigating and Understanding Best Practices in Telehealth and Virtual care: Alaska Providers Update

Understanding, Navigating, and Best Practice in Telehealth.
The Alaska Landscape

Presenters

- **John Solomon**  
  CEO  
  Alaska Behavioral Health Association

- **Ronto Roney**  
  Director of Behavioral Health  
  Maniilaq Association

- **Deb Hemphill**  
  Senior Sales Manager  
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Presented by: John Solomon, LPC, Ronto Roney, LCPC, CDS, and Deb Hemphill
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Agenda – Part 1

• What is telehealth
• How Alaska is unique in the conversation
• The legislative Journey of telehealth in Alaska
• Where we are now
• Parity of service and payments

Agenda – Part 2

• Rural healthcare and the importance of access
• Tailoring telehealth to your practice
• Using Resources in practice
• Advice for agencies
**Agenda - Part 3**

- Learning and Resource Center demonstration
- Functionality
- How it benefits patients
- How it benefits clinicians
- How it benefits organizations

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**Agenda - Part 4**

- Look Ahead
- Questions
The Basics: What is Telehealth?

Telehealth Glossary: The many definitions

- Interactive
- Asynchronous
- Audio Only
- Store and Forward
- Text
Welcome to the frontier, of health care...

Framing the Conversation

The Alaska System of Care

Perfect, the enemy of good

Access & Equity

Evidence based practice / Practice based evidence
**The Journey of Telehealth in Alaska**

- **PreCovid**
  - Clinic to Clinic
  - 4 walls
- **PHE**
  - Flexibilities
  - Audio Only
- **Present Day**
  - HB 265
  - Parity

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**Where Are We Now? The Regulation Journey**

- Telehealth is law, but is it reality?
- The process of converting law into practice
- The future of Telehealth in Alaska

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Parity

- Using outcomes to determine best practice
- Tailoring telehealth to fit your model of service
- Telehealth practice in licensure and certifications.

Payment

- Guaranteed payment parity from Medicaid for 7 years (HB 265)
- As Medicaid goes, so “hopefully” goes private insurance...
- Varying payments by source

Ronto Roney

Director of Behavioral Health
Maniilaq Association

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Rural Healthcare and the Importance of Access

- Barriers to service in rural Alaska
- The importance of access to care in excluded populations
- Before and After: What did Maniilaq services look like before telehealth flexibilities?

Tailoring Telehealth to Maniilaq

- How we built the Maniilaq model
- Gaps in services that we attributed to access
- Substance use programming for rural healthcare
- Ensuring fidelity in practice: the important compromises and decisions
Using Digital Resources in Practice

- Interactive telehealth options
- Audio Only services
  - How to utilize digital tools
- Training and facilitating staff development over many locations

Advice From Our Lived Experience

- Discover the pitfalls
- What makes a program “successful”
- Changing the narrative around “real” treatment
A Modern Approach: Reducing Barriers & Positioning Clients for Recovery
Solutions to Barriers

- Evidence-based curricula
- Customizable Treatment Tracks
- Simple Navigation

Let’s Take a Look
Summary & Questions

Looking Ahead

Treatment Models
- Text-Based Care

Artificial Intelligence
- It is part of the conversation

Education
- New Evidence and Practices
Thank You