



NATIONAL ASSOCIATION OF  
Community Health Centers®



Center for Connected  
Health Policy

THE NATIONAL  
TELEHEALTH POLICY  
RESOURCE CENTER

*National Health Center  
Telehealth Resource Center Project*

# ENVIRONMENTAL SCAN OF TELEHEALTH TECHNICAL ASSISTANCE RESOURCES

September 30, 2022

## National Health Center Telehealth Resource Center Project

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#### BACKGROUND:

The Center for Connected Health Policy (CCHP), on behalf of the National Association of Community Health Centers (NACHC), conducted an initial environmental scan of available tools for federally qualified health centers (FQHCs) in regards to the use of telehealth to deliver services. Building off work done by the NACHC-sponsored Telehealth Training and Technical Assistance (TTA) Partners Roundtable in 2021, CCHP organized materials into eight telehealth priority areas that the Roundtable had identified. **These Priority Areas are:**



1. **The Digital Divide**—Access, broadband, equity
2. **Implementation & Operations**—Workflows, procedures, platforms
3. **Quality Assurance**—Measurement, data collection, improvement
4. **Data & Reporting**—Definitions, taxonomy, EHR alignment, reporting systems/process
5. **Policy, Financial Reimbursement & Legal**—Advocacy efforts, regulatory surveillance
6. **Patient Engagement**—Patient education, navigation, outreach, technical support
7. **Clinical Delivery**—Clinician-focused services, CME/CEU, clinical skills, competencies
8. **Financial Models**—Balancing service & payer mixes, reimbursement implications

## PURPOSE OF THIS DOCUMENT:

CCHP's goal for this document is to provide a curated list of the top resources most helpful to FQHCs in each of the eight categories developed by the National Telehealth TTA Partners Roundtable in 2021, listed above. The listed technical assistance resources are meant to offer practical advice or resources to FQHCs on implementing, operating, expanding or sustaining a telehealth program. Therefore, items such as research on telehealth or materials that are focused on one specific platform are not included. We only list items that are publicly accessible.

## METHODOLOGY:

CCHP examined resources that are currently housed in the following:

- **NACHC Health Center Resource Clearinghouse**
  - Health Center Resource Clearinghouse Telehealth Learning Bundle
- **National Consortium of Telehealth Resource Centers (NCTRC) FQHC Telehealth Resources**
- **Health Information Technology, Evaluation, and Quality (HITEQ) Center FQHC Resources**

Additionally, CCHP conducted a general web search utilizing the Google search engine and searched for each individual key term in the eight categories coupled with the term “federally qualified health center” or “FQHC”.

Next, two researchers examined the selected materials. Materials were added to the candidate list based on the following criteria:

- Relevancy to the category
- Source of information (i.e.: was it from a known, reliable entity such as NACHC, a TRC, HITEQ, government entity?)

To determine which items would be selected for the final list, CCHP applied the following criteria:

- Resources needed to be FQHC specific OR had a significant portion of the resource applicable to FQHCs
- Resources needed to focus on telehealth (i.e.: if a document talked about how to collect data, but not how that would work in a clinic setting it was not included)
- Resources needed to be platform- and vendor-agnostic. For example, it could not focus on one specific platform.

During this search, CCHP found several resources that spanned multiple categories because they had been developed as a “playbook” on implementing telehealth or had been recorded as webinars or podcasts. Rather than repeating these resources in each category, CCHP has created a “general” category for these resources at the end.

## THE DIGITAL DIVIDE:

### Access, Broadband, Equity

RESOURCE	AUTHOR	LINK LOCATION
Serving Rural Patients with Telehealth: Resources and Tips for Federally Qualified Health Centers—Tips for clinics, particularly those in rural areas.	Health Information Technology, Evaluation, and Quality Center (HITEQ)	<a href="#">Health Center Resource Clearinghouse</a>
Bridging the Digital Divide—Tips to working with patients to increase access with virtual care	HITEQ	<a href="#">Health Center Resource Clearinghouse</a>

## IMPLEMENTATION & OPERATIONS:

### Workflows, Procedures, Platforms

RESOURCE	AUTHOR	LINK LOCATION
Strategic Investments in Telehealth and Digital Tools for Health Centers – Tips and considerations in selecting types of platforms	NACHC & Mid-Atlantic Telehealth Resource Center (MATRC)	<a href="#">Health Center Resource Clearinghouse</a>
Vendor Selection Toolkit—Tools used to selecting most suitable telehealth technologies for your needs	MATRC	<a href="#">MATRC</a>

## QUALITY ASSURANCE:

### Measurement, Data Collection, Improvement

RESOURCE	AUTHOR	LINK LOCATION
Clinical Quality Measures for Eligible Professionals: 2022 Update—Clinical quality measure crosswalk	HITEQ	<a href="#">Health Center Resource Clearinghouse</a>

## DATA AND REPORTING:

### Definitions, Taxonomy, EHR Alignment, Reporting Systems/Processes

RESOURCE	AUTHOR	LINK LOCATION
Telehealth Taxonomy For FQHC Data Capture—Core data elements FQHC should be able to capture within their data system.	National Consortium of Telehealth Resource Centers (NCTRC)	<a href="#">NCTRC</a>

## POLICY, FINANCIAL REIMBURSEMENT AND LEGAL:

### Advocacy Efforts, Regulatory Surveillance

RESOURCE	AUTHOR	LINK LOCATION
CMS Medicare Learning Network Federally Qualified Health Centers (mentions some COVID related items)	Center for Medicare and Medicaid Services (CMS)	CMS
CMS Mental Health Visits via Telecommunications for Rural Health Clinics & Federally Qualified Health Centers	CMS	CMS
CMS Medicare Learning Network New & Expanded Flexibilities for Rural Health Clinics (RHCs) & FQHCs during the COVID-19 Public Health Emergency (PHE)	CMS	CMS
Virtual Communication Services in Rural Health Clinics (RHCs) and Federally Qualified Health Centers (FQHCs) Frequently Asked Questions February 2021	CMS	CMS
Guidance on HIPAA and Audio-Only Telehealth	U.S. Department of Health and Human Services, Office for Civil Rights (OCR)	OCR
Guidance on How the HIPAA Rules Permit Health Care Providers and Health Plans to Use Remote Communication Technologies for Audio-Only Telehealth	OCR	OCR

*continued*

## POLICY, FINANCIAL REIMBURSEMENT AND LEGAL (CONTINUED):

### Advocacy Efforts, Regulatory Surveillance

RESOURCE	AUTHOR	LINK LOCATION
Guidance on Nondiscrimination in Telehealth: Federal Protections to Ensure Accessibility to People with Disabilities and Limited English Proficient Persons	OCR	OCR
CCHP Policy Finder—FQHC-specific Medicaid section will be launched by Winter 2022.	Center for Connected Health Policy (CCHP)	CCHP
NACHC FQHC Billing Guide (In Progress)	NACHC	Coming Soon!

## PATIENT ENGAGEMENT:

### Patient education, navigation, outreach, technical support

RESOURCE	AUTHOR	LINK LOCATION
How to Measure Patient Experience and Satisfaction with Telehealth	Center for Care Innovations (CCI)	Health Center Resource Clearinghouse

## CLINICAL DELIVERY:

Clinician-focused services, CME/CEU, clinical skills, competencies

RESOURCE	AUTHOR	LINK LOCATION
NRTRC Telehealth 101 Online Training—Online training course	Northwest Regional Telehealth Resource Center (NRTRC)	<b>NRTRC</b>
Telehealth Classroom—Online training course	Northeast Telehealth Resource Center (NETRC)	<b>NETRC</b>

## FINANCIAL MODELS FOR SUCCESS:

Balancing service and payer mixes, reimbursement implications

RESOURCE	AUTHOR	LINK LOCATION
Strategic Investments In Telehealth And Digital Tools For Health Centers—Maintaining Your Competitive Advantage Beyond The Pandemic	NCTRC	<b>Health Center Resource Clearinghouse</b>
The Stairway to Telehealth Sustainability: The Telehealth Maturity Model	HITEQ	<b>Health Center Resource Clearinghouse</b>
Telehealth Sustainability Worksheet	California Telehealth Resource Center (CTRC)	<b>CTRC</b>



## GENERAL RESOURCES:

- FQHC Telehealth Consortium—The organization's Telehealth Playbook contains some general information for a variety of the categories above, and also contains links to other resources that answer specific questions.
  - **FQHC Telehealth Playbook**
- Health Center Resource Clearinghouse—Clearinghouse for a multitude of resources related to telehealth.
  - **Telehealth Optimization Quick Guide for Health Centers**
- American Medical Association—A playbook to implementing telehealth in your organization. Though it is not FQHC-specific, this playbook contains useful general information.
  - **Digital Health Implementation Playbook**
- National Consortium of Telehealth Resource Centers
  - **Telehealth & Virtual Services: A Guide For FQHCs And RHCs**
  - **FQHC Telehealth Resources Collection**
- School-Based Health Alliance
  - **School-Based Telehealth Playbook**

## FEDERAL TORT CLAIMS ACT (FTCA)/HRSA RESOURCES:

FTCA coverage, for deemed health centers, is limited to the performance of medical, surgical, dental, or related functions within the scope of the approved Federal section 330 grant project, which includes sites, services, and other activities or locations, as defined in the covered entity's grant application and any subsequently approved change in scope requests. Therefore, a key determinant for FTCA coverage is whether the covered entity is providing services within the health center's scope of project, under the Health Center Program authorizing statute. During the early phases of the COVID-19 Pandemic, HRSA issued several FTCA related telehealth FAQs and Determination that provided deemed health centers with coverage eligibility when providing services via telehealth to health center patients and non-patients. The primary FTCA telehealth related information and guidance are outlined in the following documents:

- **PAL 2020-01: Telehealth and Health Center Scope of Project**—highlights relevant considerations for health centers in providing in-scope services through telehealth.

- Additional FTCA policy and program guidance resources related to telehealth:
- HRSA COVID-19 Frequently Asked Questions (FAQs): Answers the question—**Does FTCA coverage extend to telehealth visits with both established patients and non-health center patients?**
- **FTCA Frequently Asked Questions: Answers the question—During the declared COVID-19 emergency, do FTCA protections apply to health center providers who provide telehealth services to health center patients located across state lines?**
- **HHS—Determination of Coverage for COVID-19-Related Activities by Health Center Providers Letter**

Should additional questions arrive, they may be submitted through the **BPHC Contact Form**. Select "FTCA Health Center Program" as the question type and General Inquiries as the category, or call **877-464-4772**, option 1, 8 a.m. to 5:30 p.m. ET, Monday–Friday (except federal holidays).

For inquiries about this publication, please contact NACHC's Training and Technical Assistance Division at [trainings@nachc.org](mailto:trainings@nachc.org) or 301-347-0400.

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