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

January 2024

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This document is an update to the 2022-2023 version of the Enivronmental Scan of Telehealth Technical Assistance Resources. Due to the changing landscape of telehealth in the past year and a half, this document has been reorganized to accommodate more recent issues that have become more prominent in the past year and enable to user to find the right resource more quickly. Where available, the edition date of the resource has also been provided (NOTE: some resources are online tools that may go through continuous updates such as CCHP's Policy Finder and have no specific date associated with it).

Information has been organized into three major categories and further broken down into subcategories:

OPERATIONS	POLICY	PATIENT CONCERNS/ ENGAGEMENTS
Implementations & Workflow Data & Quality Financial Models Clinical Delivery	Policy Privacy/HIPAA/Cybersecurity Reimbursement	Patient Engagement Broadband/Equity

CCHP examined resources that are currently housed in the following:

- NACHC Health Center Resource Clearinghouse
- NACHC Health Center Resource Clearinghouse Telehealth Learning Bundle
- NCTRC FQHC Telehealth Resources
- HITEQ 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" as well as looking at materials housed on various federal agency websites.

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 (EX: 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.

OPERATIONS:

IMPLEMENTATION & WORKFLOW		
RESOURCE	AUTHOR	LINK LOCATION
Strategic Investments in Telehealth and Digital Tools for Health Centers – Tips and considerations in selecting types of platforms (2021)	NACHC & Mid-Atlantic Telehealth Resource Center (MATRC)	NCTRC
Vendor Selection Toolkit – Tools used to selecting most suitable telehealth technologies for your needs	MATRC	MATRC
Telehealth and Digital Tools Equity Asessement (2022)	HITEQ	HITEQ Resources
Telehealth for FQHCs/RHCs: Documenting Workflows (2023)	NCTRC	NCTRC
Telehealth For FQHCs/RHCs: Selecting Service Provider Vendors (2023)	NCTRC	NCTRC

OPERATIONS, *continued*:

DATA & QUALITY

RESOURCE	AUTHOR	LINK LOCATION
Clinical Quality Measures for Eligible Professionals: 2022 Update – Clinical quality measure crosswalk (2022)	HITEQ	Health Center Resource Clearinghouse
Telehealth Documentation (2023)	NACHC	NACHC
Telehealth Taxonomy For FQHC Data Capture – Core data elements FQHC should be able to capture within their data system. (2020)	National Consortium of Telehealth Resource Centers (NCTRC)	NCTRC
FAQ: How will the upcoming changes to the Information Blocking and EHR certification requirements impact health centers? (2022)	HITEQ	Health Center Resource Clearinghouse

FINANCIAL MODELS

RESOURCE	AUTHOR	LINK LOCATION
Strategic Investments In Telehealth And Digital Tools For Health Centers – Maintaining Your Competitive Advantage Beyond The Pandemic (2021)	NCTRC	Health Center Resource Clearinghouse
The Stairway to Telehealth Sustainability: The Telehealth Maturity Model (2021)	HITEQ	Health Center Resource Clearinghouse
Telehealth Sustainability Worksheet	California Telehealth Resource Center (CTRC)	CTRC

CLINICAL DELIVERY

RESOURCE	AUTHOR	LINK LOCATION
NRTRC Telehealth 101 Online Training – Online training course	Northwest Regional Telehealth Resource Center (NRTRC)	NRTRC
Telehealth Classroom – Online training course	Northeast Telehealth Resource Center (NETRC)	NETRC
Assessing Provider Capabilities, Attitudes and Preferences about Telehealth (2023)	HITEQ	HITEQ
Promising Practices in Virtual Integrated Behavioral Health Care (2021)	HITEQ	HITEQ
Safer at Home: Using Remote Patient Monitoring for Patient Care (2021)	HITEQ	HITEQ

POLICY:

POLICY		
RESOURCE	**AUTHOR**	**LINK LOCATION**
CMS Medical Learning Network Federally Qualified Health Centers (2023)	Center for Medicare and Medicaid Services (CMS)	CMS
CMS Mental Health Visits via Telecommunications for Rural Health Clinics & Federally Qualified Health Centers (2023)	CMS	CMS
CMS Medical Learning Network New & Expanded Flexibilities for Rural Health Clinics (RHCs) & FQHCs during the COVID-19 Public Health Emergency (PHE) (2023)	CMS	CMS
Virtual Communication Services in Rural Health Clinics (RHCs) and Federally Qualified Health Centers (FQHCs) Frequently Asked Questions (November 2022)	CMS	CMS
CCHP Policy Finder	Center for Connected Health Policy (CCHP)	CCHP

PRIVACY/HIPAA/CYBERSECURITY		
RESOURCE	**AUTHOR**	**LINK LOCATION**
A Guide to Essential Cybersecurity Tasks for Health Centers (2023)	HITEQ	Health Center Resource Clearinghouse
Guidance on HIPAA and Audio-Only Telehealth (2022)	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 (2022)	OCR	OCR
Guidance on Nondiscrimination in Telehealth: Federal Protections to Ensure Accessibility to People with Disabilities and Limited English Proficient Persons (2022)	OCR	OCR

REIMBURSEMENT		
RESOURCE	**AUTHOR**	**LINK LOCATION**
Tips on Telehealth Billing (2023)	NACHC	NACHC
Telehealth E/M Billing (2023)	NACHC	NACHC
Telehealth Reimbursement (2023)	NACHC	NACHC
CCHP 50 State FQHC Policy Factsheet (Fall 2023)	CCHP	CCHP

PATIENT CONCERNS/ENGAGEMENTS:

PATIENT ENGAGEMENT

RESOURCE	AUTHOR	LINK LOCATION
How to Measure Patient Experience and Satisfaction with Telehealth (2020)	Center for Care Innovations (CCI)	Health Center Resource Clearinghouse
Promoting Cyber Security Awareness for Patients (2023)	HITEQ	HITEQ Resources
Transform Virtual Care (2021)	NACHC	NACHC
Telehealth Resources to Support Child and Adolescent Health (2023)	HRSA	Health Center Resource Clearinghouse

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. (2020)	Health Information Technology, Evaluation, and Quality Center (HITEQ)	Health Center Resource Clearinghouse
Bridging the Digital Divide – Tips to working with patients to increase access with virtual care (2021)	HITEQ	Health Center Resource Clearinghouse
Specialty Care Access in Health Centers - What is the Potential of eConsults? (2023)	HITEQ	Health Center Resource Clearinghouse

General Resources:

- **QHC 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.
    - [FFQHC Telehealth Playbook](#)

- **Health Center Resource Clearinghouse –** Clearinghouse for a multitude of resources related to telehealth.
    - [FTelehealth Optimization Quick Guide for Health Centers (2021)](#)

- **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 (2022)](#)

- **National Consortium of Telehealth Resource Centers**
    - Telehealth & Virtual Services: A Guide For FQHCs And RHCs (2021)
    - FQHC Telehealth Resources Collection

- **Health and Human Services –** A general telehealth page that has resources related to several categories.
    - Planning Your Telehealth Workflow
    - Health Equity in Telehealth
    - Preparing Patients for Telehealth

**For inquiries about this publication,
please contact NACHC's Health Center Operations and Governance
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