BH TELEHEALTH VENDOR ANALYSIS

Telehealth is a relatively new concept to NY Medicaid. In order to properly leverage technology and ensure seamless and continued reimbursement following the pandemic, providers will need to work together to influence policy that is supportive and sustainable in relation to telehealth services.

Executive Summary

Telehealth, consisting of telephonic and/or video connection, is quickly becoming an essential solution as we adapt to a new way of providing services to the Medicaid population. During the COVID-19 pandemic, telehealth has become the primary tool used to communicate with community members in need of support. Mental health providers play a critical role in reducing the inevitable anxiety that inordinately afflicts those with mental health disorders. Regular and targeted interventions allow providers to intervene and assist those in need to safely cope with both normal and enhanced levels of anxiety, effectively fulfilling a critical role in the OMH authored Guide to Managing Stress and Anxiety.

Telehealth seeks to improve health by permitting two-way, real time interactive communication between the client and their care team. Social distancing has created a dynamic where telemedicine is no longer simply an "optional" service. States can choose to cover telehealth under Medicaid, and we predict that recent events will change the way healthcare is delivered. Some of these temporary regulatory changes will likely become permanent. Telehealth is, now more than ever, crucial to our lines of service and finding the right solution for both the short term and the long term is critical.

Evaluation Process

IMSNY conducted an environmental scan and evaluated various telehealth tools for providers to use. The evaluation included below offers a comparative analysis of telehealth solutions. Goals of this **Telehealth Vendor Analysis** and subsequent discussions with providers include:

- Gauge the current and prospective need for telehealth support across our provider community
- Align provider needs with available features
- Provide information to help the network identify 1 or 2 preferred systems for IMSNY to engage and negotiate group discount rates as well as leverage shared resources across the implementation stages

BH TELEHEALTH VENDOR ANALYSIS

IMSNY's structured evaluation process assesses system capabilities and readiness related to ability to meet the needs of provider agencies. This process involves capturing relevant points using the **PASS** method *(see box to the right).*

Throughout the product demonstration and subsequent Q&A sessions, the PASS method focuses on **4 main categories**: Price, Accessibility, System Functionality and Security. IMSNY reviews available features associated to these categories. In addition, IMSNY ranks the systems from "simple" to "advanced" based on the available features.

PASS allows users to compare vendors based on specific categories. To support the provider community, IMSNY assessed and categorized systems based on the distinct PASS categories with the goal of ensuring that new systems are user friendly and easy to implement for both the provider and the client.

Pricing: *Can we afford it? What are the associated fees? How long is the set up?*
Fee
Setup information

Accessibility: *Is it easy to use? Do patients have access? Does it fit into provider workflows?*
User interface
Provider and client usability
Workflows

System Functionality: *Available features? Is it customizable?*
Features
Customizable

Security: *Is it secure for our patients and providers?*
Compliance

PASS Grid – Telehealth Vendors

IMSNY demoed telehealth vendors and marked available features based on the PASS method. Below is the list of the fifthteen (15) reviewed vendors color-coded based on IMSNY's assessment of engagement complexity from low to medium to high ramp-up. Note that all solutions are deemed by IMSNY to be a relatively manageable lift, compared to adjacent technology solutions (e.g. EHR). Solutions with more challenging ramp-up activities should not be dismissed solely for that reason.

BH TELEHEALTH VENDOR ANALYSIS

	Price	Accessibility	System Functionality	Security
FACETIME VIDEO	• App • Free • Pre-installed on iPhone • Data charges may apply	• Easy to access • Only used on IOS systems	• Group video calls • Photo sharing	• Non-HIPAA compliant
WHATSAPP VIDEO	• App • Free • Data charges may apply	• Downloadable app	• Group video calls (up to 4) • Files sharing up to 100Mb	• Non-HIPAA complaint
MW TELEMEDICINE VIDEO	• Web-browser • Free	• Provider creates unique URL each session • Patient receives unique URL link for every session (via email)	• Video calls 1 - 1	• HIPAA compliant
DOXY.ME VIDEO + FEATURES	• Web-browser • Free 1 -1 video calls • Upgrade features = Monthly per staff $35 – $50	• Provider web browser • Provider has unique hyper-link • Client receives link via email and text	• Virtual waiting room • Group call w/clients • Group call w/ care team • Screenshare •	• HIPAA compliant • Consent management
ZOOM VIDEO + FEATURES	• Web-browser and App • Monthly = $49 per staff • App and Web-browser • Must purchase "host licenses" to run concurrent meetings	• Provider schedules meeting • Clients receive links	• Calendar integration • Group video calls • Reporting function (simple)	• HIAPA compliant
BEAM VIDEO	• Web-browser • Monthly = $125 per staff or $10 per visit • Set time: 48hrs	• Custom landing page and IOS app • Client receives text with direct link to open video appt	• No groups • Intake form (very limited) • Customizable • Reporting function (limited)	• HIPAA compliant • AWS • Consent management

BH TELEHEALTH VENDOR ANALYSIS

Vendor				
INNOVATEL VIDEO W/ OUTSOURCE PROVIDER NETWORK	• Solution includes outsource provider network • Nurse Practitioners = $125 hr. • Psychiatrist = $215 - $225 hr.	• Providers outsource clinicians for specialties • Originally intended to have a telepsychiatry room	• Does not capture consent	• HIPAA compliant
TRUE MOBILE HEALTH VIDEO + FEATURES	• Web-based (provider) / App for client • $5k annual maintenance fee • $15 PMPM • Setup = $3-5k per agency	• Client panel to view messages, track moods, send messages • Manage care team through App • Mobile App in Spanish	• iPhone calendar integration • Can track and seamlessly share forms and assessment via email • Reporting functionality (limited) • Group functionality coming online soon (~ two weeks)	• HIPAA compliant
KADEN VIDEO + FEATURES + OUTSOURCE PROVIDER NETWORK	• Web-based and app • Free for outsourced provider network b/c they bill and collect money on behalf of the client • Video only - Approx. $12 PMPM	• Client facing app • Client creates account via text and/or email link • Patient advocate team	• Appointment scheduling and assessments • Group call w/ clients • Group call w/ care team • Not easily customizable • Reporting (limited)	• HIPPA compliant • AWS • HiTrust certified – in process
LIVECARE VIDEO + FEATURES	• Web-based (provider) / Device for client • $35 PMPM	• Scheduling handled through web and app – communicates appt to client • Device is shipped to client	• Additional features focus on monitoring, inc. blood pressure, weight, temp, etc. • Emergency response alert capability • No group call capability • Reporting (limited)	• HIPAA compliant • AWS
MEND VIDEO + FEATURES	• Web-based browser • Monthly = $80 - $120 per staff • Customizable forms = $90	• Text message appointment reminders • Clients self-schedule • Provider landing page	• Virtual waiting room • Group call w/clients • Group call w/ care team • Appointment scheduling, assessments, Intake, screenshare and file uploads • Reporting function (Adv)	• HIPAA compliant • Consent management

IMSNY
INNOVATIVE MANAGEMENT SOLUTIONS NEW YORK

BH TELEHEALTH VENDOR ANALYSIS

VSEE VIDEO + FEATURES	• Web-based browser • Setup = $500 • Monthly = $49 per staff • Setup = $500 • Setup time: 2 – 7days	• Client facing app • Clients self-schedule • Provider landing page • Client facing app	• Group video calls • Customizable • Appointment scheduling, Intake and screenshare • Reporting function (Adv)	• HIPAA compliant • Consent management • HiTrust Certified through a customer • AWS
GENOA VIDEO + FEATURES + OUTSOURCE PROVIDER NETWORK	• Web-based browser • Monthly = $150 per staff • Clinicians = $130 + (add' fees for any specialties or with less than 40hrs per week)	• Client creates account w/ email link •	• No groups • Provider network, appointment scheduling, program documentation • Reporting (limited) • Non-customizable	• HIPAA compliant • HiTrust Certified - in process
CLOUD9 VIDEO + FEATURES	• Web-based and app • Setup = $5k (Total cap for all agencies $50K) • Monthly $100 - $150 per staff • Only active licenses billed	• Text message reminders • Client downloads app	• Group call w/clients • Group call w/ care team • Appointment reminders, Questionnaires, Intake, Assessments and scheduling • Customizable • Reporting function	• HIPAA compliant • HiTrust certified • Microsoft Azure for government solutions • FHIR standard
VALERA VIDEO + FEATURES	• Web-based and app • IPA cap of 75k annually (includes 3 -4 months free) Custom negotiation	• Client facing app • Provider logs in through browser • Manage patient panel	• Virtual waiting room • Appointment scheduling, assessments, Intake, screenshare, articles, and file uploads • No groups w/ clients • Group call with care team • Customizable	• HIPAA compliant • Consent management • AWS

Disclaimer :Prices are susceptible to change since these were discussed prior to any negotiations. Features may also be in progress this is not a full list of capabilities.

Conclusion and Recommendations

The COVID-19 outbreak accelerated the ongoing efforts to add telehealth to the array of client interaction tools accessible to providers. The formerly *measured* ramp-up has been replaced with the frenetic adoption of a variety of communication tools, all approved via simple attestation by the associated regulating body (see MCTAC's resource guide for details).

IMSNY acknowledged the need for telehealth well ahead of the suddenly necessary and unavoidable requirement, offering a deliberate and thorough review of fifteen telehealth solutions. This industry research offers the network substantial and digestible information from which decisions can be made, either from a group perspective or as individual members of your IPA network.

This **Telehealth Vendor Analysis** is for the purpose of offering a summary of the solutions, and of IMSNY's assessment related to set parameters. Subsequent discussions will guide the direction of the network. Regardless of specific vendor, IMSNY offers the following recommendations:

1. Each provider agency is strongly urged, if they have not already done so, to fill out the attestation for the waiver allowing telepractice. Waivers for OMH and OASAS can be found on the MCTAC link.

2. For provider agencies that are refraining from providing service via telepractice due to lack of devices or vendor agreement, consider where your agency stands, and the effort required to successfully leverage these tools. If access to tools such as hardware is preventing use of telehealth as a viable alternative consider funding options, including the recent COVID-19 Response and Impact Fund, spearheaded by New York Community Trust.

3. Do not lose focus on the fact that the emergent situation created by COVID-19 will give way to an eventual dynamic where the network will need a long-term solution for telehealth. Now is the time for the IMSNY, on behalf of the IPA networks, to proactively determine a solution and prepare to offer access to the best array of services and solutions.

Appendix: Vendor Summary:

The following is a brief summary and link to each vendor identified in the table above.

Beam Health	 https://www.beam.health/	Any provider can list their practice and start advertising their telemedicine offering to patients in under a minute. Beam Health has an app where telemedicine providers can create a profile and start adding their patients. Beam Health offers free patient marketing campaigns which include text, email, and flyers. All Beam customers also get a website that patients can use to register to use Beam. Beam is billing and EMR agnostic and requires zero integrations, training, or commitments. Beam's telemedicine platform gains access to a growing network of patients searching for virtual care.
Cloud 9	 https://www.cloud9psych.com/	Cloud 9 strives to make mental healthcare more accessible to existing patients and the vast numbers of people who remain under served. Cloud 9 effectively creates an intervention approach; they connect mental health and first responder teams to jointly treat individuals experiencing a mental health crisis. This includes stabilizing people in crisis, improving patient outcomes, freeing up costly ER, court, and corrections resources, coordinating and delivering continuity of care after crisis is settled, involving community, friends and family as patient's support team, and reducing the stigma of mental illness. Cloud 9 also creates a prevention approach; they connect community mental health teams to their patients for sustainable treatment and engagement. Cloud 9 offers an app that brings mental healthcare access and control directly into the patient's hand, and also allows providers to stay securely connected to their patients without significantly altering their regular workflow.
Doxy.Me	 https://doxy.me/	By making Doxy.me simple and free, no longer is cost or complexity a barrier to telemedicine. Now any healthcare provider can provide care to their patients outside of the clinical setting. Doxy.me is designed for healthcare- By incorporating standard clinical workflows such as patient check-in and waiting room into the design of Doxy.me, healthcare providers and their patients experience a familiar and natural visit. Doxy.me is simple - All the patient needs to start a telemedicine visit is a web link to the doctor's Doxy.me room using a standard computer or Doxy.me app on a mobile device. No special hardware or software are necessary. By making Doxy.me free, we support our mission to make telemedicine available to all. Now healthcare providers can utilize telemedicine at no additional cost to their practice. We also offer a licensed version of Doxy.me for additional features or custom branding.

BH TELEHEALTH VENDOR ANALYSIS

FaceTime

https://support.apple.com/en-us/HT204380

You can use FaceTime over Wi-Fi or over cellular on supported iOS or iPadOS devices. With iOS 11.3 and later, FaceTime is available on iPhone, iPad, and iPod touch in Saudi Arabia. And with iOS 12.4 or later, FaceTime is available on iPhone, iPad, and iPod touch in Pakistan. To make a FaceTime call, you need the person's phone number or registered email address. There are a few ways to make a FaceTime call: In the FaceTime app, tap the plus button and type the person's phone number or email address. Tap the number or address, then tap Audio or Video. With a cellular data plan, you can also use FaceTime without Wi-Fi on any of these devices: iPhone 4s or later, iPad Pro (all models), and iPad (3rd generation or later).

Genoa

https://www.genoahealthcare.com/

Genoa Healthcare is dedicated to serving the needs of those in the behavioral health and addiction treatment communities, and others who have complex, chronic health conditions. Genoa Healthcare is the largest provider of pharmacy, outpatient telepsychiatry and medication management services. With over 15 years of experience, Genoa serves more than 650,000 individuals annually across the United States. Genoa offers telepsychiatry, pharmacy solutions, and medication management.

InnovaTel

https://innovatel.com/

InnovaTel integrates clinicians with their current workflows by connecting virtually every day. InnovaTel gets to know the clinical needs of the provider and present only qualified clinicians to interview and choose. The clinicians become credentialed with your payers and document concurrently in provider's EMR. The clinician chosen by the provider will hold a set schedule with your organization, and patients still come into the clinic and follow the same workflow, except the clinician will connect virtually. InnovaTel commonly partners with community mental health centers, correctional institutions, federally qualified mental health centers, inpatient facilities, outpatient facilities, and primary care offices (integrated care). Clinicians provide psychiatric evaluations, medication management, consultative services, psychiatric consultation, remote medical director, forensic evaluations, tele-mental health counseling. Also, many of InnovaTel's clinicians are bi-lingual and have sub-specialty training in child/adolescents, psychosomatics, geriatrics, adult, eating disorders, gender dysphoria, corrections, forensic, and lifespan.

Kaden

https://www.kadenhealth.com/

Kaden is a technology-enabled behavioral health platform that humanizes addiction recovery and therapy through an app that secures online therapy. Kaden brings together the gold standard in Opioid Use Disorder (OUD) treatment with virtual technology. Kaden combines that technology with a personal team of highly qualified health care professionals accessible from anywhere. The platform is called Virtual Medication Assisted Treatment (vMAT™). It simplifies and humanizes addiction treatment, providing real human insights and fosters important connections between the patient and provider from a location convenient for you. Kaden personally matches members and therapist and meets with providers virtually instead of in-office sessions. Kaden also offers virtual medication management: daily therapist outreach, weekly virtual group therapy.

BH TELEHEALTH VENDOR ANALYSIS

LiveCare

LiveCare

https://www.livecareusa.com/

LiveCare has brought the Remote Patient Monitoring Industry into the 21st century by creating the Link+, a 4G Smart Home Gateway that integrates all the Medical Devices in the patient's home by using a touch-free Syncing Process. The Link+ helps overcomes the significant RPM deployment challenges, monitor chronic care patients and increasing better patient outcomes.

Our mission is to improve patient outcomes, reduce healthcare cost and to lower readmission. We aim to achieve this by lowering ER visits to the hospital, increasing patient compliance & engagement after care.

Mend

mend

https://www.mendfamily.com/

Mend is a leading patient engagement platform that have a variety of modules such as telehealth, no-show/cancel prediction, reminders, patient scheduling, integration, and digital forms. Mend telemedicine platforms solves problems such as no show rates, provider capacity and utilization, manual data entry, overhead and inefficiencies, patient experience dissatisfaction, program drop-outs, new patient lead workflow, front-desk bottleneck, clinical assessments, patient surveys, outcome improvement, and government programs. Mend offers a 90% no-show and cancellation prediction with Mend AI. The PredictiveIQ is the industry's first-ever artificially intelligent machine learning algorithm that predicts no-shows and cancellations before they happen and can write this information back to your EHR/PMS so the risk can easily display on the schedule. Mend also offers patient appointment reminders to diminish no-shows. Mend offers digital intake forms that are fully integrated with your HER/PMS and is easily accessible from website or via text/email message. The patient scheduling system allows patients to schedule and modify their appointments 24/7/365. The HIPAA Compliant Telemedicine module features virtual visits average single-digit no-show rates, no special software downloads for patients to connect, industry-leading 99.85% successful connection rate, instant support available to patients and staff, HD connection on a fraction of the bandwidth, patients and providers can be anywhere, and any device with Internet can connect.

MW Telemedicine

https://telepsychiatrysoftware.com/

Our free telepsychiatry platform is exceptionally easy to use and fully HIPAA/HITECH compliant. It can be used on either a facility-based or direct-to-consumer basis. There is no ulterior motive here. It is just intended as a gesture of goodwill. Please feel free to pass this information on to colleagues whom you feel may be in need of this technology.

True Mobile Health

TMH
TrueMobileHealth

https://www.truemobilehealth.com/

True Mobile Health helps organizations increase patient engagement and connect value-based care with our user-friendly solution.

INTEGRATE technology and patient-generated health data that successfully manages preventative and chronic care management.

INNOVATE with an app-based HIPAA compliant communication and engagement platform branded with your company logo. Connect your unique program curriculum and local resources.

ENGAGE your team (peer support, navigators, counselors, nurses) with patients/members using a secure, on-demand communication platform outside of formal care settings and case managers to the examples of team members

BH TELEHEALTH VENDOR ANALYSIS

Valera Health	https://valerahealth.com/	Valera Health offers a comprehensive behavioral health solution for employers and healthcare organizations, providing them fast access to high quality mental health care with services via tele video or in-person, and also via app. Valera Health eliminates phone tag and increases caseloads, monitors remotely and identifies risk, supports patient goals between appointments, seamlessly shares patient status, understands population needs, and empowers patient self-management. Their services are evidence based, HIPAA Compliant, and based on modular design.
VSee	https://vsee.com/	VSee offers robust HIPAA video communications that work over rural 3G and challenging networks. Their online visit management allows clinics to bring their practice online as an online clinic and mobile app that can be white labeled. Clinics can add on health-trackers, AI symptom checkers, and ECG monitoring devices. VSee has a variety of products such as VSee Clinic, VSee Messenger, VSee SDK, and VSee Telemedicine Carts and Kits. The VSee Clinic provides clinics with a clinic URL and login, and access for both patients and clinicians to video call. During the visit experience, clinicians can see patients one on one, or in a group. There are options to share and annotate images, documents and websites, to send files and to live stream digital peripherals such as otoscopes and dermatoscopes. VSee Messenger is a simple, secure video, text chat, document sharing and peripheral streaming service.
WhatsApp	https://www.whatsapp.com/	WhatsApp is an American freeware, cross-platform messaging and Voice over IP service owned by Facebook, Inc. It allows users to send text messages and voice messages, make voice and video calls, and share images, documents, user locations, and other media. WhatsApp is a free app that allows for video chat, text chat, group messages, group video chat and more. WhatsApp can be downloaded on both Android and iPhone and can make data calls and video calls. WhatsApp's messages and calls are secured with end-to-end encryption, meaning that no third-party including WhatsApp can read or listen to them. WhatsApp Business is a free to download app that was built with the small business owner in mind. WhatsApp Business allows you to create a catalog to showcase your products and services, connect with your customers easily by using tools to automate, sort and quickly respond to messages. Data charges may apply based on your phone plan.
Zoom	https://zoom.us/	Zoom Video Communications is a remote conferencing services company that provides remote conferencing services that combines video conferencing, online meetings, chat, and mobile collaboration. Zoom enables quick adoption with meeting capabilities that make it easy to start, join, and collaborate across any device. You can join anywhere, on any device. Zoom Meetings syncs with your calendar system and delivers streamlined enterprise-grade video conferencing from desktop and mobile. Zoom also features conference rooms that make it easy to run or join video meetings (requires subscription). Zoom conference room connector extends standards-based conference systems to the cloud and helps organization leverage existing products through its lifecycle while delivering a consistent and unified communication experience. Video webinars can also receive reports on registrants, attendees, polling, attendee engagement and Q&A for follow up.