Telehealth Policies and Federally Qualified Health Centers

With support from the National Association of Community Health
Centers (NACHC) through funding from the Health Resources and
Services Administration (HRSA), the Fall 2022 Edition of the Center
for Connected Health Policy's (CCHP) Telehealth summary report
and Policy Finder tool have a new category for each state on federally
qualified health centers' (FQHCs) telehealth Medicaid fee-for-service
policy. As is the case for Medicaid telehealth policy in general, the manner in
which state Medicaid programs address telehealth reimbursement for FQHCs, and
therefore enable them to incorporate telehealth into their clinics, varies widely by state.



Methodology

- State Medicaid manuals, administrative codes, and manuals for fee-for-service policies were reviewed between July and early September 2022.
- CCHP only counts states as providing reimbursement if official and explicit Medicaid documentation was found confirming they are reimbursing FQHCs specifically for a certain modality. A broad statement that all providers are reimbursed or any originating site is eligible without an explicit reference to FQHCs was insufficient.
- COVID-19 emergency policies are not included in CCHP's reporting. Only permanent policies are accounted for.
- A state Medicaid program was counted as reimbursing FQHCs even if they do so in a very limited way, such as only for mental health.

Key Findings

Definition of Encounter/Visit & Same Day Encounters

The majority of Medicaid programs do provide a definition for a FQHC 'encounter' or 'visit' that stipulates that it is a face-to-face interaction. This does not necessarily preclude use of telehealth, as live video can also be considered 'face-to-face'. In fact, some Medicaid programs do specify in their definition of an encounter/visit that a telehealth would qualify as a visit.

EXAMPLE:

OREGON is a rare example of a state that defines an encounter as face-to-face, which includes a two-way audiovisual link, OR telephone contact under specific circumstances.

CALIFORNIA'S definition of a visit also includes audio-only synchronous interaction as well as asynchronous store-and-forward for certain FQHC providers.

Note that the cases of Oregon and California are rare, and most states limit their definitions to either to live video telehealth or don't explicitly reference telehealth modalities at all.

Fqhc Policy Procedure Manual

Xiang Xie



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Table of Contents Fqhc Policy Procedure Manual

- 1. Understanding the eBook Fqhc Policy Procedure Manual
 - The Rise of Digital Reading Fqhc Policy Procedure Manual
 - Advantages of eBooks Over Traditional Books
- 2. Identifying Fqhc Policy Procedure Manual
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
- 3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Fqhc Policy Procedure Manual
 - User-Friendly Interface
- 4. Exploring eBook Recommendations from Fghc Policy Procedure Manual
 - Personalized Recommendations
 - Fghc Policy Procedure Manual User Reviews and Ratings
 - Fqhc Policy Procedure Manual and Bestseller Lists
- 5. Accessing Fqhc Policy Procedure Manual Free and Paid eBooks
 - Fghc Policy Procedure Manual Public Domain eBooks
 - Fqhc Policy Procedure Manual eBook Subscription Services
 - Fghc Policy Procedure Manual Budget-Friendly Options

- 6. Navigating Fqhc Policy Procedure Manual eBook Formats
 - o ePub, PDF, MOBI, and More
 - Fqhc Policy Procedure Manual Compatibility with Devices
 - Fghc Policy Procedure Manual Enhanced eBook Features
- 7. Enhancing Your Reading Experience
 - o Adjustable Fonts and Text Sizes of Fqhc Policy Procedure Manual
 - Highlighting and Note-Taking Fqhc Policy Procedure Manual
 - Interactive Elements Fghc Policy Procedure Manual
- 8. Staying Engaged with Fghc Policy Procedure Manual
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Fqhc Policy Procedure Manual
- 9. Balancing eBooks and Physical Books Fqhc Policy Procedure Manual
 - Benefits of a Digital Library
 - o Creating a Diverse Reading Collection Fqhc Policy Procedure Manual
- 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
- 11. Cultivating a Reading Routine Fghc Policy Procedure Manual
 - Setting Reading Goals Fghc Policy Procedure Manual
 - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Fqhc Policy Procedure Manual
 - Fact-Checking eBook Content of Fghc Policy Procedure Manual
 - Distinguishing Credible Sources
- 13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
- 14. Embracing eBook Trends
 - Integration of Multimedia Elements

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