



2019 Annual Meeting
& Educational Conference

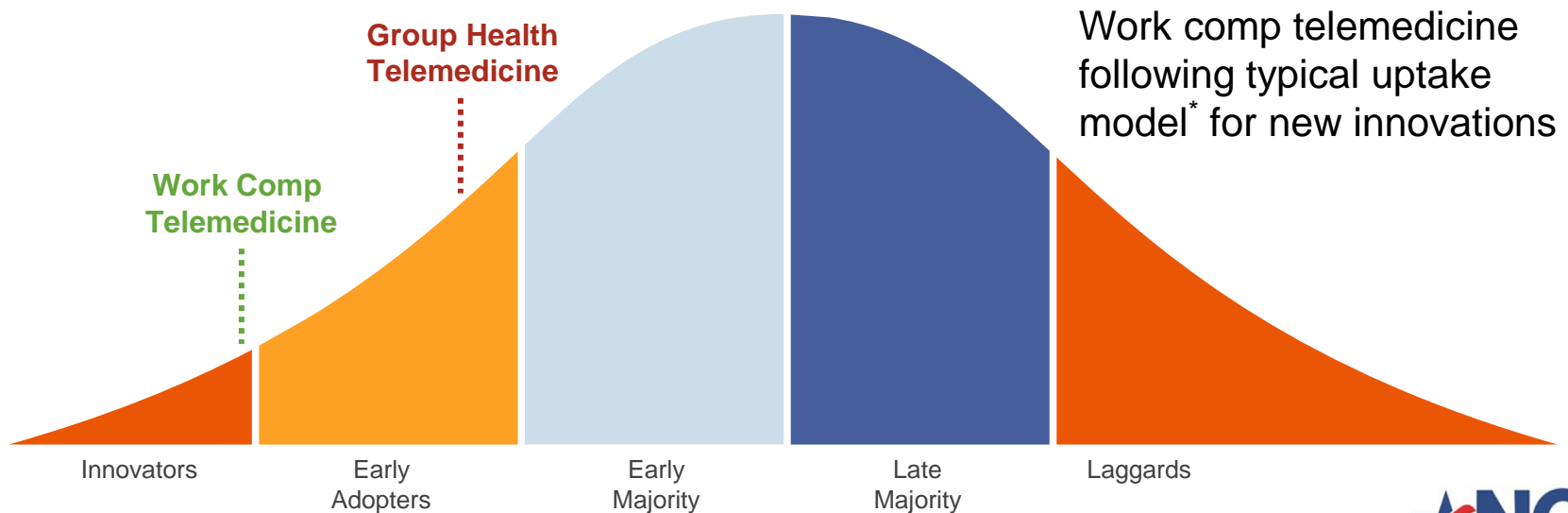
Work Comp Telemedicine: The Path from Novelty to Normalcy

Ann Schnure, Vice President, Concentra Telemed Operations

FAVORABLE ENVIRONMENT WILL FACILITATE GROWTH

Growing acceptance by consumers and regulators

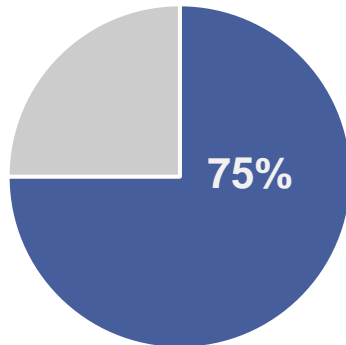
- All states have adopted telemedicine in some form with an increasing number accepting telemedicine for WC
- Telemedicine licensure compact covering numerous states facilitates broader physician licensing



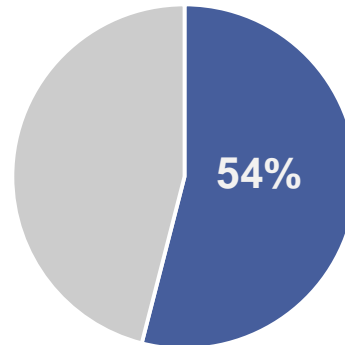
*Rogers Diffusion of Innovation

STRONG RECEPTIVITY

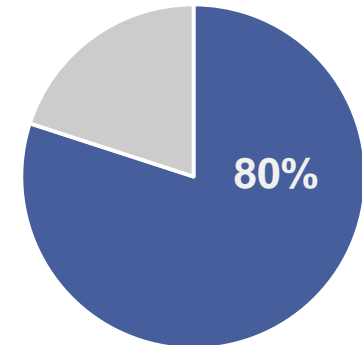
GOING MAINSTREAM



Over 75% of health delivery organizations, such as physician groups and hospitals, use or plan to use telemedicine in the near future.¹



54% of workers' compensation professionals, such as TPAs and brokers, say telehealth and telemedicine will be most useful in containing health care costs.²



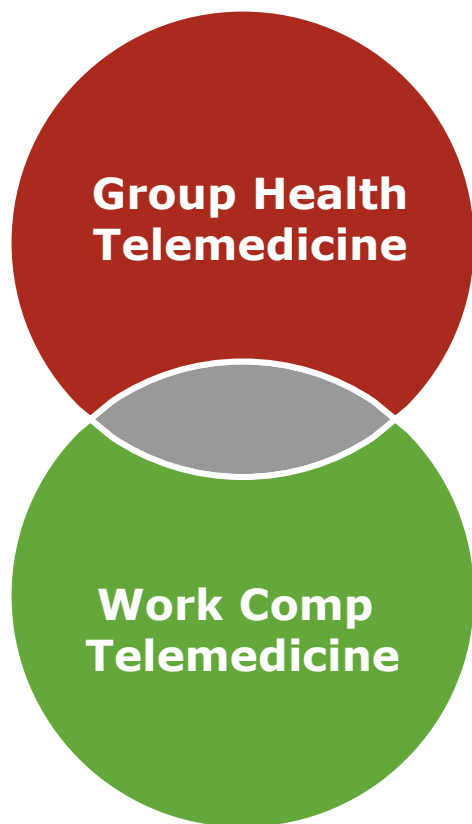
Nearly 80% of large employers (defined as 1,000 or more employees) use telemedicine and expected to jump to over 90% by 2019.³

1-Vidyo 2018 survey of health delivery organizations

2-Mitchell and Risk & Insurance magazine 2017 survey of workers' compensation professionals

3-Willis Towers Watson 2017 Best Practices in Health Care Employer Survey

KEY DIFFERENCES BETWEEN GROUP VS WORK COMP TELEMEDICINE



Key Differences

- Direct to patient vs intermediaries involved
- Group health telemedicine often includes peripherals, kiosks, or wearables
- State work comp divisions provide additional oversight in work comp telemedicine
- Billing and reimbursement
- Group offerings typically payor driven with single platform option

Similarities

- High satisfaction rates among users
- Need robust communication and roll out to facilitate awareness and use

WORK COMP TELEMEDICINE: REGULATORY PERSPECTIVE

No nationwide acceptance
for work comp telemedicine

Great variation state by state

- **State regulations:** Some states do not allow or are very restrictive; becoming more open slowly and with education
- **State forms:** Need a way for patients to complete state specific forms electronically; state must accept e-signature as well



WORK COMP TELEMEDICINE: VARIETY OF AVAILABLE OPTIONS

Key considerations

Occ med	VS	Generalist
Single visit	VS	Continuity of care
Phone*	VS	Video

Available models

Triage Only

- Widely accepted
- Limited scope
- May be phone or video

Recheck Only

- Patient must first get in-person care
- May or may not maintain continuity of care
- Typically video

One-and-done

- Typically staffed by generalist
- No continuity for follow-up care
- May be phone or video

Comprehensive

- Occ med experts
- Patient may begin and continue in telemedicine
- Video for full treatment

WORK COMP TELEMEDICINE: THERAPY

- Physical therapist interacts with patient to conduct initial injury assessment and observe treatment progression.
- Post-visit instructional videos may complement the visit, providing patients with a reference for at-home exercises.
- Synchronous and asynchronous available.

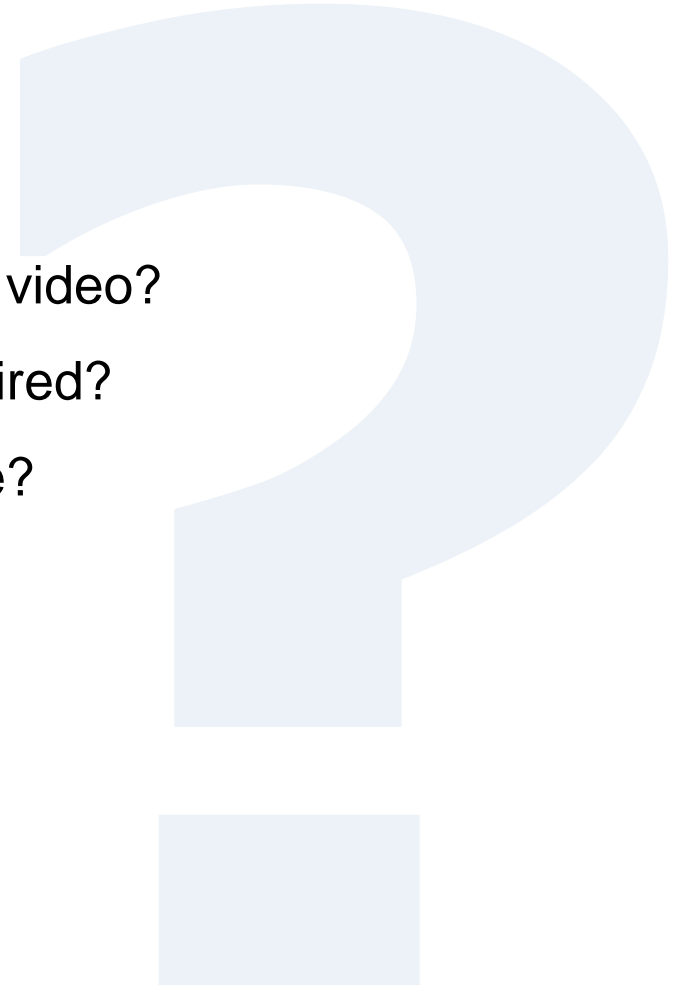
Benefits

- Convenience
- Accessibility
- Compliance



WORK COMP TELEMEDICINE: COMMON QUESTIONS

- What can be treated?
- Can an adequate evaluation be made via video?
- What happens if additional visits are required?
- How secure is telemedicine for injury care?
- Is there any legal risk involved?
- Is it easy to implement?
- Will employees use and like it?
- Will it save me money?



WORK COMP TELEMEDICINE: MYTHS AND MISCONCEPTIONS

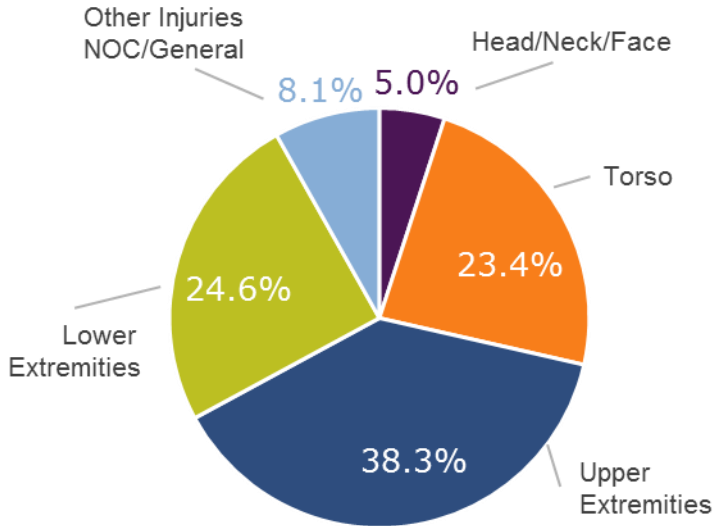
Myths and
Misconceptions



- Telemedicine is only used for triage or first aid.
- A thorough physical exam isn't possible via telemedicine.
- The primary benefit of telemedicine is to address after hours care.
- Following an after hours telemedicine visit, the patient should be transferred to a brick-and-mortar facility.
- Telemedicine can't be used to treat an entire work injury case.

WORK COMP TELEMEDICINE: OUR EXPERIENCE

Injury Distribution



Average Case Duration (Days)



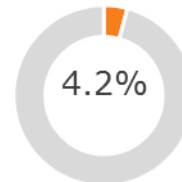
Days

Medical Utilization: Avg. MD Visits

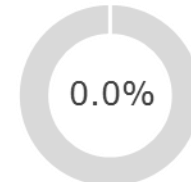


2.4 Visits

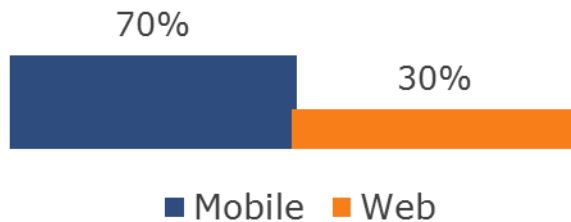
Physical Therapy Utilization



Percentage of Cases with Prescriptions



Mobile vs Desktop



Male-to-female Ratio



41%
Male



59%
Female

Satisfaction Rates



4.6/5.0
83% response rate

YTD 2018 Data

WORK COMP TELEMEDICINE: FREQUENTLY CITED BENEFITS



Access and Convenience

- Timely access to care, especially in remote locations or after hours
- Employees can receive care at the workplace, at home, or on the road
- No need to arrange transportation



Cost

- Fewer emergency department or in-person urgent care visits
- Reduced case duration
- Improved productivity

WORK COMP TELEMEDICINE: KEY CONSIDERATIONS

Tech/equipment

- HIPAA-compliant
- Video and audio
- Supports workflows
- Supports electronic medical records (EMR)
- Actionable reporting
- 24/7 support

Experience of provider

- Expertise and experience in workers' compensation
- Embrace telemedicine and technology
- Utilize same EMR across network for continuity of care
- Confirm in-network with payor

Workflow

- Ensure specific employer workflow is followed

Communication

- Patient has clear instructions on return-to-work (RTW) process and home exercise program
- Employer notified immediately on RTW to support injured worker
- TPA/payor/managed care receives timely clinical information to support care continuum

WORK COMP TELEMEDICINE: FOCUSED IMPLEMENTATION REQUIRED TO ENABLE UPTAKE

Pre-planning

- Choose your provider wisely
 - Occupational health expertise and experience matter
 - Confirm understanding of state regulations to ensure best practices are followed
- Understand fees (equipment, technology, visit)
- Understand equipment needs and provide a private space

Education

- Identify and engage advocates within your organization
- Leverage existing processes and workflows
- Explain telemedicine work flow/process to stakeholders

Build awareness

- Get buy-in from leadership
- Promote your telemedicine offerings
- Provide resources so injured worker knows how to get to care

The patient experience

- Develop streamlined and integrated process
- Ensure user-friendly approach

Monitoring and reporting

- Keep stakeholders informed of RTW post-visit
- Review results (e.g., outcomes, satisfaction, etc.)
- Identify areas for improvement

WORK COMP TELEMEDICINE: EMERGING AREAS

- Wearables
- Peripherals
- Additional use cases
 - Behavioral health
 - Bloodborne pathogen exposure
 - Travel health
 - Post-operative recovery
- Specialist



Q&A