

Questions/Topics to Guide Previous Submitter Panel Discussions

I: Please provide a brief description of how telehealth was incorporated into your proposed PFPM model.

II: It would be informative to think through lessons learned from the public health emergency in relation to your proposed model and its components pertaining to telehealth, particularly in relation to transforming care delivery, propelling value based transformation and enabling provider resilience.

For each of you, given the recent experiences resulting from the public health emergency (PHE), can you comment on how your telehealth component may inform lessons learned more broadly? In other words, how might your component and the associated APM help foster value-based transformation and resilience?

In your opinion and given your expertise, what are facilitators or key features of a PFPM that are particularly important for supporting the telehealth aspects of your proposal?

Under the telehealth-related Medicare fee for service waivers that were implemented during the PHE, would a PFPM of the kind you proposed still be needed? Why or why not?

III: Telehealth may serve to reduce barriers in access to care but telehealth could potentially further disparities and barriers to access.

What barriers might be encountered by your proposed telehealth solution and what barriers might your approach help to overcome-- including those that may be associated with a particular population that the model you proposed would serve, as well as the technical, clinical practice or geographical limitations or barriers, etc.

How (if at all) has increased reliance on telehealth due to the COVID-19 public health emergency (PHE) changed your understanding of the barriers and facilitators you identified?

IV: Optimizing Care Delivery:

Building on lessons learned, what might be needed to optimize care delivery through the use of technology? How might the lessons learned through this public health emergency serve to inform improvements in care delivery and population health, and in particular through the use of telehealth and telehealth technology? What are the opportunities – what about telehealth, telemedicine and teletechnology, or the interplay of all three – that can be leveraged to improve the health of individuals, including real-time monitoring and care coordination?

V. Key Takeaways:

What are the most critical insights you would like to share with regard to telehealth and alternative payment models and the relationship between the two and their implications regarding high quality care, optimal outcomes for patients and transforming value based care. What are the key features?

Questions/Topics to Guide Previous Subject Matter Expert Panel Discussions

I: Global input from the SMEs on access to services using technology (Respondents will begin with the patient advocacy SMEs and work through each panelist, ending with the provider or the payer SME):

For each of you, given the recent experiences resulting from the public health emergency, can you comment on what you have observed and what might be the lessons learned broadly—from your perspective, be it patient, provider, policy, payer, etc.

Starting with the perspective of patient and individuals who may have experienced increased or decreased access to services, as well as any barriers, associated with receiving care through virtual means and for providers—what might have been the challenges—including those that may be associated with a particular population served, as well as the technical, clinical practice or geographical limitations or barriers, etc.?

II: Optimizing Care Delivery: (Respondents will begin with the provider and IT SMEs, moving through the panelists, ending with payer SME to inform from their perspectives.)

Building on lessons learned, what might be needed to optimize care delivery through the use of technology? How might the lessons learned through this public health emergency serve to inform improvements in care delivery and population health, and in particular through the use of telehealth and telehealth technology? What are the opportunities? What about telehealth, telemedicine and teletechnology, or the interplay of all three, that can be leveraged to improve the health of individuals, including real-time monitoring and care coordination?

III: Optimizing Care Delivery and Resilience in Health Care: (Respondents will begin with the provider SMEs, moving through the panelists to inform from their perspectives.)

Assuming the evolution toward the use of telehealth technology has been launched as a new and integral part of patient care delivery what would you see as the promise in this, how might such modernization affect population health and what are the financial implications? What are the financial constraints and barriers that may stand in the way of such optimization?

IV: Optimizing Care Delivery and Resilience in Health Care: (Respondents will begin with the policy, research & payer SMEs, moving through the panelists to inform from their perspectives.)

What are the lessons learned regarding the health care industry and its resilience as a result of the public health emergency, and how through the use of alternative payment models might such resilience be improved achieved so that services and patient care needs can not only be met but with optimal quality including through the use of telehealth technologies. How do we measure and evaluate for high quality, value-based outcomes?

V. Key Takeaways: (Respondents will be begin with the research and policy SMEs.)

What are the most critical insights you would like to share with regard to telehealth and alternative payment models and the relationship between the two and their implications regarding high quality care, optimal outcomes for patients and transforming value based care. What are the key features?