

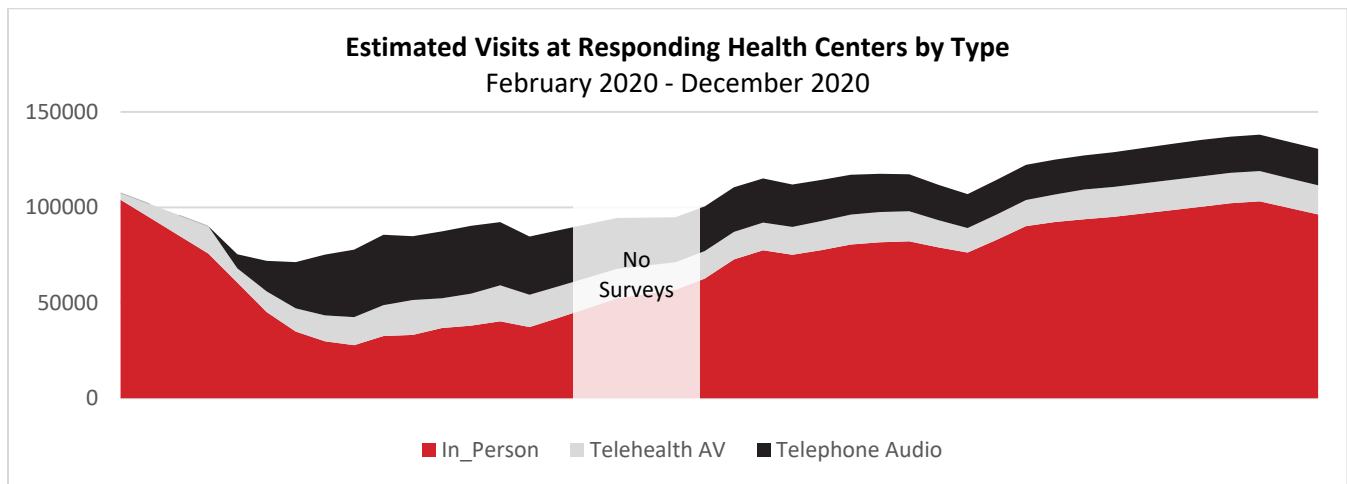


COMMUNITY HEALTH CARE ASSOCIATION of New York State

Community Health Centers (CHCs) Provide Access to Critical Care In-Person and Remotely

Due to COVID-19, CHCs throughout New York State began offering remote care options via video and the telephone.

- Many patients are unable to connect to care via video platforms, due to inequities in access to broadband, wifi, and related technology.
- Most CHC remote visits during the height of the pandemic took place via the telephone.



Telehealth rules during the public health emergency, have allowed CHCs to:

- Receive reimbursement parity for in-person and audio-visual telehealth visits
- Receive payment for telephonic visits
- Provide remote care regardless of the location of the patient or provider
- Encourage all traditionally billing CHC employees to deliver care remotely

The State must make changes to telehealth rules permanent post public health emergency, or CHCs will risk:

- Losing payment for telephonic visits
- Receiving significantly reduced reimbursement for audio visual telehealth visits
- Losing patient access to remote care by certain providers (i.e. Licensed Clinical Social Workers)
- Losing the ability to deliver remote care to patients who are dually enrolled in Medicaid & Medicare

We encourage the Legislature to:

1. Ensure payment parity among all in-person, audio visual telehealth and telephonic visits
2. Allow for any traditionally billing provider type to be reimbursed for services delivered remotely
3. Allow FQHCs to serve as distant site providers for the Medicaid/Medicare duals population

Thank you to our Legislative champions for passing A10404/S8416 to ensure long term reimbursement for telephonic services! #ValueCHCs

Additional resources:

- [Ensuring Sustained Access to Telehealth in the Post-Pandemic Period](#). Paper by CHCANYS and the NYS Council for Community Behavioral Healthcare. June 2020.
- [Ensuring Sustained Access... Part II: Patient and Provider Attitudes and Beliefs Support Use of Remote Care](#). Paper by CHCANYS, funded by the RCHN Community Health Foundation and research by NYU Grossman School of Medicine Researchers. January 2021.