Increasing Access to Care Through the Power of Telemedicine

Lilli Correl, VP of Payor Solutions Development, Genoa Healthcare

Samir Malik, EVP & GM, Genoa Telepsychiatry

Liberty Eberly, DO, Chief Medical Officer and Co-Founder, innovaTel Telepsychiatry
This webinar was developed [in part] under contract number HHSS283201200021I/HHS28342003T from the Substance Abuse and Mental Health Services Administration (SAMHSA), U.S. Department of Health and Human Services (HHS). The views, policies and opinions expressed are those of the authors and do not necessarily reflect those of SAMHSA or HHS.
The US Mental Health Landscape

25% of Americans
Experience a mental health illness each year

77% of people in U.S. live
In a county with a severe psychiatrist shortage

110 million
People in need of mental healthcare don’t have access to psychiatric care

* NIH, NCBH, RAISE
Unique Challenges Faced by Those With Serious Mental Illness

**Hospitalization & readmission**

SMI patients have 1.4x higher odds of a 30-day readmission

**Homelessness**

People with untreated SMI make up 1/3rd of total U.S. homeless population

**Poverty**

25%+ of adults with SMI live below the poverty line

Only 66% of adults with SMI received treatment in 2017

---

*Medical-surgical readmissions in patients with co-occurring serious mental illness; General Hospital Psychiatry.
*Serious Mental Illness and Homelessness; Treatment Advocacy Center.
*Serious Mental Illness Among Adults Below the Poverty Line; Substance Abuse and Mental Health Services Administration. November 15, 2016
The Shift to Telehealth

Have partner clinics shifted to telehealth?

- YES
- NO

10%
90%

*Genoa Healthcare Survey Results, 2020
Telepsychiatry Closes the Access Gap

Patients seen 7 days faster than the average wait time of weeks or months

34% more likely to be seen 1x/month

*APA Journal of Rural Mental Health, Vol 43(1), Jan 2019, 30-37
The Shift to Telehealth

SERVICES OFFERED VIA TELEHEALTH

- Psychiatry
- Individual Therapy
- Group Therapy
- Primary Care
- MAT
- Other

*Genoa Healthcare Survey Results, 2020*
Patient Benefits

85% of all visits are follow ups
Patient accounts by # of appointments made

Patients average 5 visits during treatment
Total appointments by sequence of visit

* Genoa Healthcare database, 2019
Building Telepsychiatry Programs

**PROVIDER MATCH**
Find a telepsychiatrist who meets your clinic’s needs

**IMPLEMENTATION**
Get your telepsychiatry program up and running without the hassle

**PROGRAM MANAGEMENT**
Receive comprehensive support every step of the way

**TECH PLATFORM**
Schedule, see, and manage patients virtually
<table>
<thead>
<tr>
<th>Statistic</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 IN 5</td>
<td>Have a mental illness</td>
</tr>
<tr>
<td>1 IN 25</td>
<td>Have a serious mental illness</td>
</tr>
<tr>
<td>140</td>
<td>Medication in development for mental illness</td>
</tr>
<tr>
<td>48 PER YEAR</td>
<td>Average number of prescriptions used by an individual with a mental illness</td>
</tr>
<tr>
<td>$89 BILLION</td>
<td>Medical spending with a move toward outpatient, recovery care</td>
</tr>
<tr>
<td>29.5 MILLION</td>
<td>Adults use medications for mental illness</td>
</tr>
</tbody>
</table>
Impact of Non-Integrated Care

- Worsening Conditions
- Comorbid Diseases
- Healthcare Costs

Tools to Improve Medication Support

- Physically on-site with CMHCs
- Refill management
- Fill all prescriptions from any doctor
- Pre-filled pill organizer customized to consumers’ needs
- Delivery/mail
- Prior authorization management
Pharmacy as a Partner

Ensuring Medication Adherence
Receiving Timely Information
Data Tracking & Reporting
Provider Access
Integrated Pharmacy Model

90% adherence rates

18% fewer ER visits

40% fewer hospitalization

Delivers Complete Care

Consumer sees provider via phone or video; never has to leave home

Pharmacist and pharmacy services dedicated to each person’s needs

Pharmacist fills prescriptions by all providers for seamless delivery from physician prescribing to onsite pharmacy filling
Consumer Story
SAMHSA’s mission is to reduce the impact of substance abuse and mental illness on America’s communities.

www.samhsa.gov

1-877-SAMHSA-7 (1-877-726-4727) ● 1-800-487-4889 (TDD)