Telehealth-
Outpatient Behavioral Health

Diego Garza, MD, MPH

SVP Telemedicine and Innovation

MINDPATH HEALTH

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1

Telehealth Impact in Healthcare

The pandemic pushed the telehealth field 10-20 years into the future, more and more research is available for us to understand how to better implement this modality in our clinical practice to improve clinical outcomes.

Virtual Behavioral Healthcare has proven to increase access to care from an average wait time of **48 days** for an in person visit to **1-2 days for telehealth**[2]

Telehealth has been proven to **reduce the stigma** around Behavioral Health services

Lower No-Show rates have been consistently reported for Telehealth visits compared to In-Person. The avg No-Show rate for **in-person ranges from 19-22% compared to 4.4-7.26% for telehealth**[1]

Telehealth has been **most adopted and beneficial** in the Behavioral Health setting due to the effectiveness of treating anxiety and depression in closer to real time of when symptoms are experienced. [3]

Telehealth has the potential to substitute in-person care and prevent more costly care, thus resulting in great healthcare savings for the system. **Some reports have shown up to 40% net reduction in ED use in virtual users when compared to non-virtual care users**. [1]

References: 1. Findings and Recommendations: Telehealth Effect on Total Cost of Care. https://www.ncqa.org/programs/data-and-information-technology/telehealth/taskforce-on-telehealth-policy/taskforce-on-telehealth-policy-findings-and-recommendations-telehealth-effect-on-total-cost-of-care/. 2. Bailey, V. *mHealth Intelligence*: Cigna: Virtual Care Reduces Healthcare Costs by About $100 Per Visit. *mHealth Intelligence. 2022*. https://mhealthintelligence.com/news/cigna-virtual-care-reduces-healthcare-costs-by-about-100-per-visit. 3. Reuterskiold, C. (2022, June 3). *Council post: The breakthrough for Telehealth in mental health*. Forbes. Retrieved August 17, 2022, from https://www.forbes.com/sites/forbestechcouncil/2022/06/01/the-breakthrough-for-telehealth-in-mental-health/?sh=2a5c886762d2

2

Telehealth Adoption Across Healthcare Landscape

Physicians shared variety of uses cases most appropriate for Telehealth across specialties

Therapy and Medication Management are reported as the top provided services through Telehealth across healthcare landscape
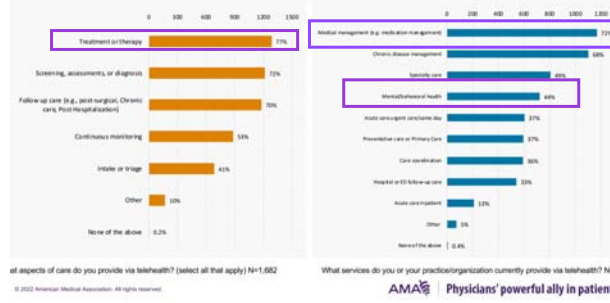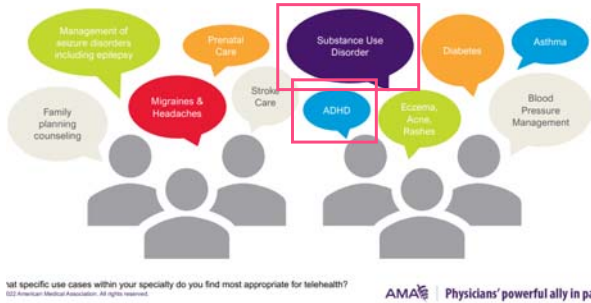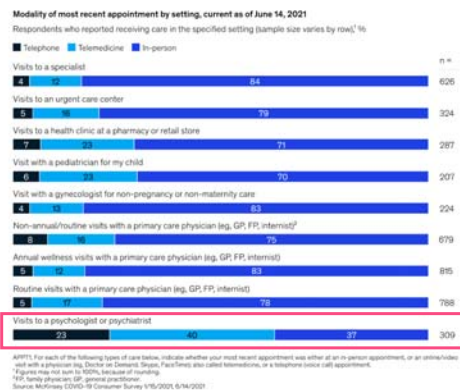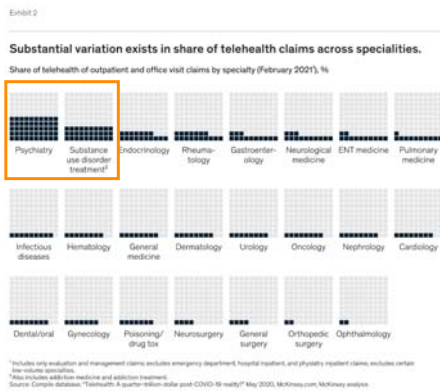

Reference: *2021 Telehealth Survey Report | AMA - American Medical Association.* (n.d.). Retrieved August 17, 2022, from https://www.ama-assn.org/system/files/telehealth-survey-report.pdf

3

Telehealth Adoption Across Healthcare Landscape

Telehealth Outpatient Visits by Specialty

Modality of care with a provider across Specialties

Reference: Bestsennyy, O., Gilbert, G., Harris, A., & Rost, J. (2022, August 5). *Telehealth: A quarter-trillion-dollar post-covid-19 reality?* McKinsey & Company. Retrieved August 17, 2022, from https://www.mckinsey.com/industries/healthcare-systems-and-services/our-insights/telehealth-a-quarter-trillion-dollar-post-covid-19-reality

4

Mindpath Health: Telehealth Model

5

Mindpath Telehealth

Outpatient Services

Regular Outpatient services for Medication Management, Psychotherapy, & other BH Services.

On Demand

Immediate access to care via On Demand services in NC and TX for medication management and psychotherapy.

Accreditation

As part of our quality assurance program, we obtained national URAC accreditation for Telehealth delivery.

Expansion

Expanded virtual and in –person services into SC, FL, TX, OH and AZ supported by the accredited Telemedicine platforms.

Outcomes

Focus on gathering specific data/ COM associated to the On-Demand and outpatient population.

6

Mindpath Telehealth - Outpatient Services

Mindpath Health started offering telehealth services in early 2016. We believe that telemedicine is a complement to in-office care, and it helps increase access and improve clinical outcomes. Our clinical and legal framework ensures a safe environment for both patients and clinicians.

Telehealth Training Module

Focus on technology development to aid in clinical and administrative workflows

Clinical Outcome Measures: Pre- During- Post encounter

Specialized administrative team to support telehealth operations

7

Mindpath On Demand

Mindpath On Demand is a model that connects patients to behavioral health (BH) services in a matter of minutes, serves as an immediate entry point to the BH system and acts as a safety net for our established patients.

Strengthen prevention resources

Increases engagement in outpatient services

Diverts utilization of higher levels of care

Cost- savings for patients & healthcare system.

8

9

10

Mindpath On Demand White Paper

As a leading provider of behavioral health services, Mindpath Health continues to develop innovative ways to help our patient population

- **Published:** May 1, 2022

- **Author:** Diego Garza, M.D., MPH, Senior Vice President, Telemedicine and Innovation
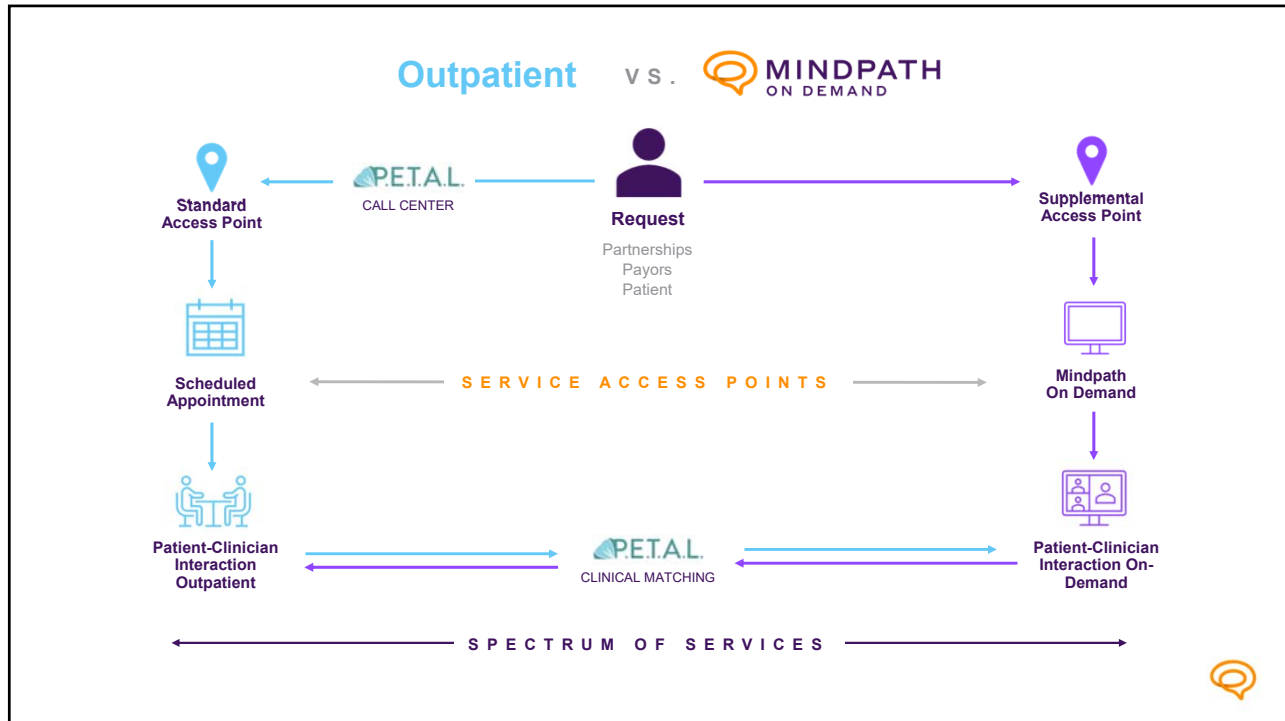
- **Our Model:** Digital front door to our ecosystem of care

  - 3 main areas of focus:
    - Increasing Access
    - Measured Care
    - Decrease utilization of higher levels of care.

- **For more details: Click here for full pdf**

Mindpath On Demand

Immediate access to behavioral health services keeps patients in care and has major cost-saving implications for patients and the healthcare system.

May 1, 2022

MINDPATH ON DEMAND
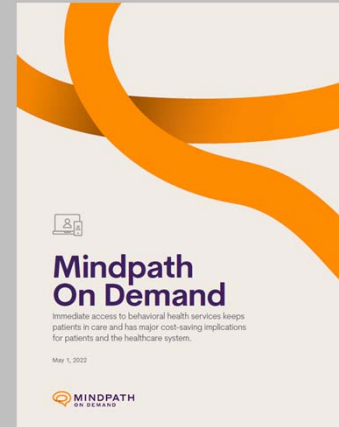
11

Diego Garza, MD, MPH.

Diego.Garza@mindpath.com

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12