

## COVID-19 Pandemic Response: Telehealth and Virtual Services

**Telehealth and Virtual Services** are a person-centered way to expand access and deliver health care services. The COVID-19 pandemic has highlighted the need for increased access to care while also reducing the spread of disease. **Telehealth and Virtual Services** offer a cost-effective solution for delivering health care while minimizing the infection rate of COVID-19.

Comagine Health's training and consultation services for **Telehealth and Virtual Services** expand your health care service delivery options, enhance access for disadvantaged populations, and improve your care outcomes and other clinical quality measures. We aim to enhance the patient's remote care experience while also improving the work life of staff by transforming potentially complex processes into simple routines. We help optimize your revenue capture, apply telehealth to value-based reimbursement, reduce overhead and reduce your per-beneficiary cost.

Our services include:

- Virtual coaching and on-demand consultation
- Practice facilitation
- Webinars
- Individual training
- Resource development
- Facilitated assessments with recommendations for improvement
- Clinical workflows to improve quality of care

Comagine Health's subject matter experts possess decades of experience working in quality improvement training, education and consultation. Our expertise in these areas include:

1. Operations and training
  - a. Staff training to optimize telehealth and virtual service delivery
  - b. Policy and procedure development
  - c. Process and workflow mapping
2. Revenue capture
  - a. Assessment of opportunities for revenue capture
  - b. Return on investment calculation
  - c. Optimal billing systems

3. Quality improvement and assurance
  - a. Analytics, including comparisons pre- and post-public health emergency
  - b. Quality improvement and assurance systems to ensure consistent, high-quality service delivery
4. Regulatory compliance
  - a. Ensure HIPAA compliance and integration into security risk analyses
  - b. Patient consent compliance guidance for Medicare, Medicaid and other health plans

We utilize our expertise and experience to help establish, expand and improve your **Telehealth and Virtual Services** to ensure our communities receive the care they need while reducing the spread of COVID-19.

### **About Comagine Health**

Comagine Health is a national, mission-driven, nonprofit organization that has engaged in health care quality consulting and quality improvement (QI) services for more than 45 years. We work collaboratively with the community to reimagine, redesign and implement sustainable improvements in the health care system. We are national leaders in care management and population health, assisting front-line providers and engaging health care stakeholders to improve care delivery and patient outcomes.

Comagine Health possesses an extensive track record of addressing the most critical health care challenges and needs facing our communities. Through existing federal, state and private contracts, Comagine Health works to improve the quality and safety of health care for some of the nation's most vulnerable citizens. We have established, trusted working relationships across a variety of settings, including long-term care and skilled nursing facilities, public health agencies, tribal health agencies, rural and critical access hospitals, clinics serving disadvantaged populations and other non-healthcare-related essential services.

Our clinicians and other health care professionals are deeply committed to meeting the health needs of communities, particularly those of underserved populations. Comagine Health stands ready to join you in your efforts to reopen society, restart the economy and restore our health care systems.