



Together2Goal[®]

AMGA Foundation
National Diabetes Campaign



Monthly Campaign Webinar

March 19, 2020

Today's Webinar



- Together 2 Goal® Updates
 - Webinar Reminders
 - AMGA Annual Conference On Demand
 - 2020 Together 2 Goal® Awards
 - 2020 Million Hearts® Hypertension Control Challenge
- Diabetes care and Support: Telemedicine in a Rural State
 - Kristine Kilen, R.D., CDE of Billings Clinic
- Q&A
 - Use Q&A or chat feature



Webinar Reminders

- Webinar will be recorded today and available the week of March 23rd
 - www.Together2Goal.org
- Participants are encouraged to ask questions using the “Chat” and “Q&A” functions on the right side of your screen



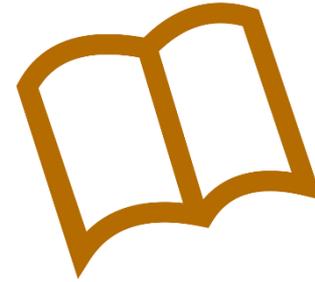
AMGA Annual Conference On Demand

Visit amga.org/ac20 for more information



Letter of Credit

Registrants will receive a full letter of credit (minus a \$100 administrative fee).



Breakout Recordings

All breakout sessions will be recorded and available for all AMGA members.

2020 Together 2 Goal[®] Awards

Best performance in diabetes care include:

Best Performance
Small Group

Coastal
Carolina
Health
Care, P.A.

Best Performance
Medium Group

USMD
Health
System

Best Performance
Large Group

Scripps
Medical
Foundation



2020 Together 2 Goal[®] Awards

Best performance in in the Together 2 Goal[®] Innovator Track:

T2G Innovator for
Cardiovascular Health

Premier
Medical
Associates,
P.C.

T2G Innovator for Eye
Health

Prevea
Health

2020 Million Hearts[®] Hypertension Control Challenge



[Submission deadline: April 6, 2020](#)

Today's Featured Presenter

Kristine Kilen, R.D., CDE



Dietitian/Diabetes Educator
Billings Clinic



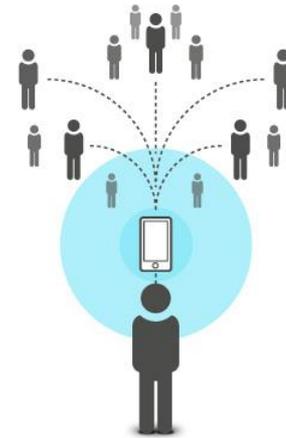
AMGA

Diabetes Care and Support:
Telemedicine in a Rural State

Kris Kilen, RD, CDCES
Billings Clinic Miles City



A Montana Experience



Websonica.it

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Quality care from 300 miles away



ED Diagnosis
T2DM: A1c 18%



Life Flight to
tertiary care 300
miles away



ICU triage
referral to system
telemedicine
DMSES



Basic DM Life
Skills before
hospital
discharge



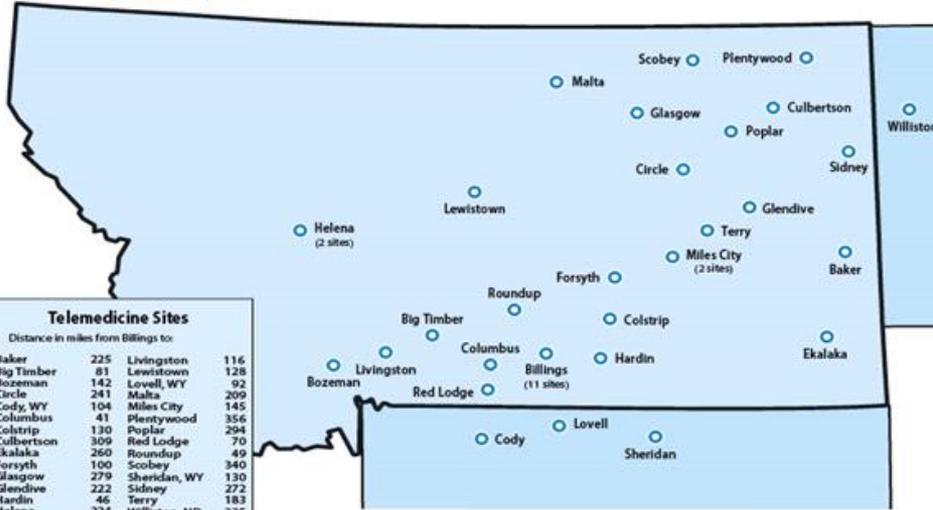
Telemedicine
DSMES from
home town
primary care site



Making the most of Networking



Eastern Montana Telemedicine Network



Established in 1993 as one of first 10 telemedicine networks in nation

Historical Hub-spoke, hardware-based model

Transitioned to cloud based technology (Vidyo)

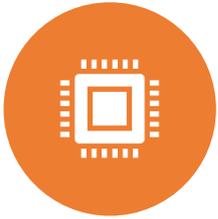
Well established within multi-center health care system

Connectivity Access to rural facilities

Cost savings for DSMES and MNT : Patients

- Annual savings for all visits by Registered Dietitians
- Data collection April 2019 – January 2020
- 70 RD visits
- \$19, 231 in cost savings by patient
- No substantial changes in provider scheduling

Billings Clinic Had What It Takes



History of
hardware/software
connections



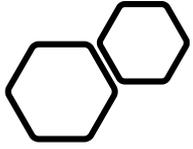
Cloud based
transition



Tertiary Care Center
Reputation



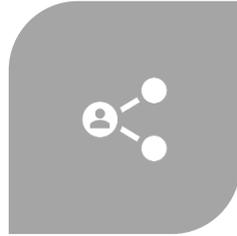
Diabetes Care Center
Reputation



Facilities on the Range



NEED IDENTIFIED BY RURAL
FACILITIES AND MEDICAL
PROVIDERS



HISTORY OF EMPLOYEES
DEDICATED TO EMTN



STRONG DESIRE FOR
CONNECTING PATIENTS TO
TELEMEDICINE PROVIDERS



DSMES NATURALLY FOLLOWED
SPECIALTY
DIABETES/ENDOCRINOLOGY
REFERRALS

Creating Patient DSMES Care from Opportunity



Advances in diabetes treatments and technology



Increased burden of diabetes in rural communities



Promoting access with recognized DSMES Lead



Internal Networking



External Networking

How EMTN works for DSMES



Understand geo-political landscape to meet gaps in care



Communicate protocol for access and scheduling



Confirm referring providers and patients understand process



HIPAA and consent for care in place

Referring site form

Diabetes Education

Patient Name: _____ DOB: _____

Diabetes/Renal MNT, DSMES, IBT Kris Kilen, RD, CDE FAX (406) 233-7070

Pregnancy/GDM DSMES and MNT Katie Sonnek, RD, CDE FAX (406) 587-9748

Nutrition Education MNT Paige Cross, RD FAX (406) 238-2918

Patient Contact Telephone _____ (H/C) _____ (W) _____

Date of Referral Fax _____

Referral Order:
(check intervention for treatment if known)

- Medical Nutrition Therapy
- Diabetes Self-Management Education and Support
- Intensive Behavioral Therapy for Obesity; BMI \geq 30

Diagnosis or Reason for Referral _____

Referring Physician Name _____
Referring Physician Contact Number _____

Referring Facility _____

Referring Physician Name and _____



DSMES communication form

 Billings Clinic

AND
BILLINGS CLINIC MILES
BILLINGS CLINIC PRIMARY CARE
BILLINGS CLINIC BOZEMAN OB/GYN

Fax

Referral Fax # Miles City 406 233 7070
Billings Primary Care 406 238 2918
Bozeman OB/GYN 406 587 9748

To: _____
From: _____ (including cover sheet)

Fax: _____
Pages: _____

Phone: _____
Date: _____

Patient: _____
DOB: _____

Thank you for the referral to Telemedicine Diabetes Education and Medical Nutrition
Therapy for _____ at _____

Patient has been scheduled on _____
with _____ by _____. See note for de

Patient was seen on _____ by _____.

Unable to reach patient and unable to schedule. Letter sent requesting
contact our clinic to schedule. _____
on appointment.

Tools and Toolkits

Targeted Teaching Materials

Process for Education Materials at Patient Site

Utility of sending materials to site or mail to patient direct

Committed site Champion for toolkit management

Coding and Billing

- DSMES via Telemedicine Medicare Reimbursed
- State to State variation in Medicaid and Commercial Insurance
- G0108 and G0109 using "GT" modifier
- Patient Site able to recover using "Q" modifier

More Nuts and Bolts



Budget for supplies,
resources



Scheduling structure
for time
management



Equipment and
patient site room set
up



Expect Process
Improvement

NDPP Classes via Telemed



Grant supported CDC NDPP



2 rural sites consecutively



Able to offer to remote rural communities that have very limited access and resources



Supported in recruitment and delivery by rural health care centers



Consider increasing budget for more staff time for follow up and communication between class sessions

Ways to make impact in rural non-networked



**HIPAA and security of connection
required**



Examples of resources:

Zoom
Skype for Business
WebEx
Vidyo



Business Associates Agreement

What path will
you take?



Find support for creating your network:



NATIONAL CONSORTIUM OF
TELEHEALTH
RESOURCE CENTERS

How to do DSMES Telemed: Components for Success



Not technology isolated



DSMES program readiness



Patient Site Staff Training



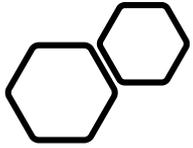
Network connectivity and reputation



Software based evolving technologies



Access and Champions in remote communities



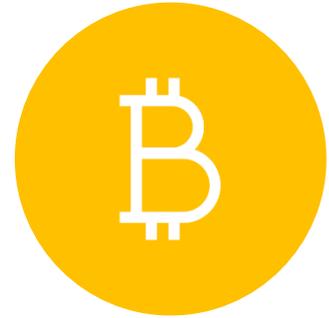
What's next?



ADVANCING TECHNOLOGY IN
MARKETPLACE PRODUCTS
AND SERVICES



ENCRYPTION AND SECURITY
PUTS DSMES INTO PATIENT
HOMES



STILL UNANSWERED: BILLING
AND REIMBURSEMENT?

Questions

