Increase Access to Telehealth (TELEHEALTH)

Scope of Services (Section C.3. of the NOFO)

Applications due May 9, 2025

Contents

C.3. Funding Purpose and Scope of Services

A minimum of sixteen (16) organizations will be awarded TELEHEALTH funding to increase access to prevention, treatment, harm reduction, and recovery support services for people with or at risk for OUD and other co-occurring substance use disorders (SUDs).

To achieve this goal, subrecipients shall establish telehealth services in areas and communities of Illinois not adequately served by existing resources and/or are historically underserved. Program objectives are as follows:

- Design a telehealth system, including technology infrastructure, compliance with regulatory requirements, documentation of processes and procedures, and training and technical support.
- Acquire and maintain necessary hardware and healthcare devices, platform / software licensing, and functionality support (e.g., security systems, cloud services).
- Provide training and technical support to telehealth providers.

Of the three (3) anticipated years of funding, startup expenses, which include Tasks 3, 4, and 5, will be allocated for the first two (2) years only. Year three (3) expenses may be used to support technology, software, and staffing to support the program. Funded organizations must accept people who receive Medicaid/Medicare and/or are uninsured.

The tasks required and associated performance measures, standards, and potential metrics to be collected are as follows:

Task 1. Fulfill Award Administration Requirements

Subrecipients must fulfill obligations detailed in Section H.10. Reporting and Grants Administration Requirements, including the following:

a) Complete an organizational needs assessment (ONA) survey.
b) Develop and update an implementation and sustainability plan (ISP), which informs the performance metrics used for program activities.
c) Develop and implement an equity and racial justice (ERJ) plan.
d) Complete periodic performance reports (PPRs).
e) Complete periodic fiscal reports (PFRs).
f) Participate in status meetings and training/technical assistance (TTA) as prescribed.
g) Conduct evaluation data collection and complete monthly evaluation reporting.

Anticipated performance measures for these activities are detailed in Section C.4. Deliverables and Performance Measures.

Task 2. Staff and Administer Program

The subrecipient must allocate or hire sufficient staff to support the design, implementation, and monitoring of telehealth services. As described by the U.S. Department of Health and Human Services, staff roles may include the following:

- **Telehealth champion**, to provide leadership for all aspects of the program.
- **Program manager**, to oversee daily logistics, goal setting, and data gathering.
- **Education manager**, to ensure familiarity and comfort with telehealth provision among patient-facing staff (e.g., physician, physician's assistant, registered nurse, care manager, scheduler).
- **Technical lead**, to manage all devices and create procedures and best practices for their use.
- **Installers**, to educate patients on remote patient monitoring devices and to track their connectivity to medical services.
- **Technical support staff, who provide support to address technical issues during telehealth sessions. Upon implementation, support should be available during the organization's standard business hours.**

If new staff are to be hired, interim staff must be available at the beginning of the period of performance. Leadership must be supported by appropriate staff to ensure program operations comply with fiscal, legislative, administrative, and technicalrequirements pursuant to the subaward agreement.

Staff should be reflective of the community/population being served. Preference is given to subrecipients that commit to having direct service staff who both live and work in their communities.

Task 2.a. Performance Measure

i. Submit a Program Organizational Chart detailing assigned staff (or designated to-be-hired), their roles, and matrixed supports within fifteen (15) days from the beginning of the period of performance. This organizational chart should include a list of names and emails of all individuals assigned to work on the design, implementation, and monitoring of the program.

Task 3: Plan Telehealth Implementation

Subrecipients must provide the following deliverables:

Task 3.a. Conduct Telehealth Planning Assessment

The subrecipient must assess the acceptability, feasibility, and effectiveness of telehealth for increasing access to prevention, treatment, harm reduction, and recovery support services among people with or at risk for OUD and other co-occurring SUDs. The assessment should evaluate

health disparities and the related social and economic inequities that impact access to and need for services, as well as technology infrastructure.

Task 3.a. Performance Measure

    i.   Submit the planning assessment report within sixty (60) days from the beginning of the period of performance. It should include:

- A Position Statement, explaining the reason for, end goal of, and features of the new telehealth service.

- A User Profile, indicating the proposed end users and their intended use of the new telehealth service. The user profile(s) should specifically address priority populations.

- A comprehensive written report detailing the results of a Strengths, Weaknesses, Opportunities, and Threats (SWOT) analysis of implementing new telehealth services in the catchment area. The SWOT should specifically address opportunities to outreach to priority populations.

For tips on developing the above, go to The National Telehealth Technology Assessment Resource Center's *Technology Assessment 101*.

Task 3.b. Design Telehealth Services

The subrecipient must identify specific telehealth services to be provided, based on the above Telehealth Planning Assessment. Services shall include but are not limited to:

- Synchronous activities: Interaction between provider and recipient occurring in real time, such as through videoconferencing or audio only (via landline or wireless connection).
- Asynchronous (store-and-forward) activities: Sharing of information between provider and recipient that does not require real-time interaction, such as:
    - Texting health care questions and updates.
    - Uploading medical reports, lab results, digital medical imaging, or health histories into a portal.
    - Remote patient monitoring.

Services are to focus on prevention, treatment, harm reduction, and recovery support for individuals with or at risk for OUD and other co-occurring SUDs, particularly in communities and populations disproportionally impacted by the opioid/overdose crisis

Task 3.b. Performance Measure

    i.   Submit, within one hundred and twenty (120) days from the beginning of the period of performance, a Telehealth Implementation Plan that details the telehealth services to be provided in terms of meeting the needs of the community within its

telecommunication parameters. Include what the services will include, when and how they will be rolled out, and how and which staff will be trained on telehealth provision.

Task 4. Build Systems Infrastructure

The subrecipient must identify and acquire the services, healthcare devices, and functionality support necessary for the operation of the services proposed in accordance with legal and regulatory requirements. At a minimum, this must include the following functionality:

- Patient consultation portal with texting and video communication capabilities,
- Mobile medical devices that gather, analyze, and transmit data, and
- Internet and device support for providers and patients
- HIPAA compliance assessments, policy development, and implementation

Technology components considerations include the following:

- Computers, webcams, microphones, and other optional hardware (e.g., digital telescope, examination camera, endoscope)
- Platform and/or software licensing
- Networks, data centers, cloud services
- Reliable internet services/hotspots for providers and patients
    - Loaner tablets for patients lacking reliable internet connections or devices suitable for video consultations
- Mobile device support
- A patient portal
- Electronic health record interoperability
- Security systems

Task 4.a. Performance Measure
i.   Submit, within 180 days from the beginning of the period of performance, evidence of acquisition of all technology infrastructure components, as well as evidence of relevant licensing.

Task 5. Establish Processes and Procedures

The subrecipient must develop processes and procedures to ensure user-friendly, effective, and reliable telehealth services. Such documentation must be provided for at least the following:

- Preferred telehealth platform or software.
- Internet connectivity standards.
- Compliance with all federal and State licensing, privacy, security, and confidentiality laws, rules, or regulations, including the Health Insurance Portability and Accountability Act (HIPAA).

- Informed consent process for telehealth services.
- Technical issue resolution during telehealth sessions.
- Patient concerns or complaints related to telehealth services.
- Reporting mechanisms for quality assurance and data analysis.
- Quality assurance and quality control procedures that include annual reviews of program policies and procedures and ongoing assessment of patient outcomes.

Task .5a. Performance Measure

   i.   Submit, within 240 days from the beginning of the period of performance, policies and procedures documentation related to telehealth operations.

Task 6: Provide Training and Technical Support

The subrecipient must provide training and technical support to patient-facing staff (e.g., physician, physician's assistant, registered nurse, care manager, scheduler) on the use of telehealth for prevention, treatment, harm reduction, and recovery support services to assist and meet the needs of people who have an OUD or other co-occurring SUD.

Task 6.a. Performance Measures

   i.   Submit, within 240 days from the beginning of the period of performance, an education plan for training staff, including content, intended audience, and expected frequency of training sessions.

   ii.   Submit a Training Log (staff name, staff role, training subject, name and credentials of the training provider, delivery mode, and date of completion) within twelve (12) months of the beginning of the period of performance for initial training and every six (6) months thereafter as needed for new-staff, follow-up, and refresher training sessions.

Task 6.b. Performance Measures

   i.   Submit a Technical Support Log (date, nature of technical support, and job title of recipient) at 12, 18, 24, 30, and 36 months from the beginning of the period of performance.

Task 7: Provide and Monitor Telehealth Services

The subrecipient must launch and maintain the proposed telehealth services in accordance with program requirements as well as all federal and State licensing, privacy, security, and confidentiality laws, rules, or regulations. The subrecipient must participate in monitoring and evaluation of services. At minimum, aggregate data on individuals served and specific services provided should be collected for all service provision included in the scope of services. For example, the number and nature of telehealth interventions provided, number of unique users, and patient and provider satisfaction with access to and operation of telehealth services. Data on the reach of subrecipient services must also be collected to ensure services reach priority communities and populations with the highest needs. The subrecipient will work with the Opioid

Abatement Settlements Effectiveness Evaluator external evaluator to identify additional outcome indicators for subrecipient's scope of services.

    i.   Submit required information in a Monthly Report within 45 days of the completion of any month in which the subrecipient provides telehealth services.

C.4. Deliverables and Performance Measures

The following table details (a) the deliverables required according to the scope of services and (b) associated performance measures, standards, and potential metrics (subject to change) to be collected by task. Time periods refer to the days from the beginning of the period of performance, unless otherwise specified. Standards for activities refer to percentages of those described in the ISP.

Deliverables		Performance Measures	Standards	Metrics
T1	**Fulfill award administration requirements**	(a) Complete ONA survey	100%	ONA survey completed (30 days after distribution)
		(b) Develop ISP	100%	ISP submitted (45 days)
		(c) Develop ERJ Plan	100%	ERJ organizational assessment completed (90 days) ERJ Plan drafted (120 days) ERJ Plan finalized (180 days)
		(d) Complete PPR	100%	Activities, staffing, and services metrics reported (15th of each month, 15th following each quarter unless otherwise prescribed)
		(e) Complete PFR	100%	Fiscal performance reported (15th of each month; monthly and quarterly reports)
		(f) Participate in TTA	75%	# Twice per month cohort meetings (initiated within 30 days) # TTA sessions attended (quarterly or as prescribed)
		(g) Complete evaluation data collection and evaluation reporting	100%	Data collected as prescribed Data reported monthly (15th of each month)

Deliverables		Performance Measures	Standards	Metrics
T2	**Staff and administer program**	(a) Identify program staff	100%	Organizational chart and staff list submitted (15 days)
		(b) Maintain staffing throughout period of performance	80%	# FTE dedicated monthly
T3	**Plan telehealth implementation**	(a) Conduct telehealth planning assessment	100%	Planning assessment report (60 days)
		(b) Design telehealth services	100%	Telehealth Implementation Plan (120 days)
T4	**Build systems infrastructure**	(a) Acquire all technology infrastructure components, including licensing	100%	Evidence of acquisition (180 days)
T5	**Establish processes and procedures**	(a) Write documentation	100%	Evidence of documentation (240 days)
T6	**Provide training and technical support**	(a) Provide training	100%	Training Log (12 months and every 6 months as needed)
		(b) Provide technical support	100%	Technical Support Log (12, 18, 24, 30, and 36 months)
T7	**Provide and monitor telehealth services**	(a) Provide telehealth services	100%	Within 45 days of the completion of any month in which the subrecipient provides telehealth services: #/nature of telehealth interventions # of unique users Patient and provider satisfaction