

Update on Telehealth in Nevada

Legislative Committee on Health Care

March 23, 2016



Exhibit X - HEALTH CARE
Document consists of 9 pages.
Entire exhibit provided.
Meeting Date: 03-23-16



HEALTH PLAN OF NEVADA

A UnitedHealthcare Company



SIERRA HEALTH AND LIFE

A UnitedHealthcare Company

 Southwest Medical™

UnitedHealth Overview

OUR HEALTH BENEFITS BUSINESS: UNITEDHEALTHCARE



Helping People Live Healthier Lives



HEALTH PLAN OF NEVADA
A UnitedHealthcare Company



SIERRA HEALTH AND LIFE
A UnitedHealthcare Company

OUR HEALTH SERVICES BUSINESS: OPTUM



Making the Health Care System Work Better for Everyone



Southwest Medical™

Key Telemedicine Legislation & Timeline for NowClinic Implementation

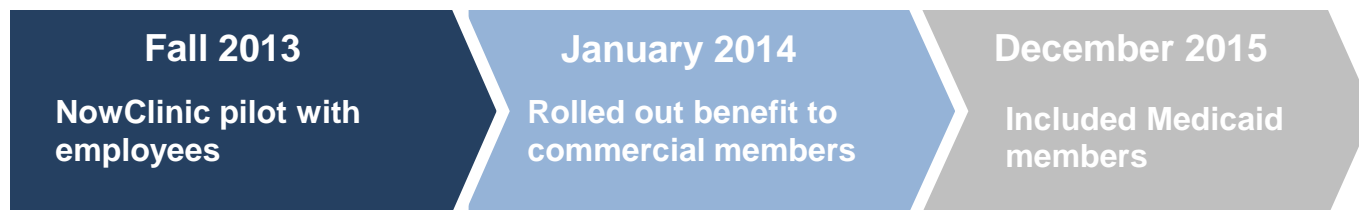
NowClinic: A Virtual Appointment 24 / 7

NowClinic® online services lets UnitedHealthcare's Health Plan of Nevada and Sierra Health and Life members have a virtual appointment with a Southwest Medical or NowClinic provider from the comfort of their own home. Think of it as a modern twist to the old fashioned house calls.



Key Telemedicine Legislation

- SB 327 of the 2013 legislative session
- AB 292 of the 2015 legislative session



What Is NowClinic?

An online health care services platform

Extends traditional *health care into people's homes*

Meets patients *where they want to be met*



A technology for bringing *health care services online*

Live *interaction between patients, and available providers and other clinicians*

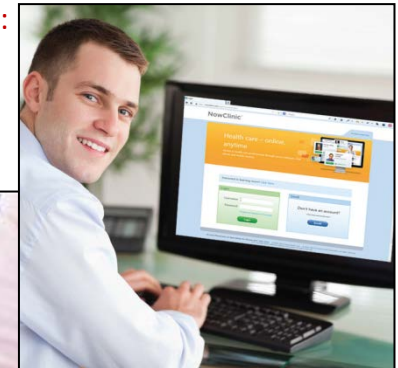
Conditions Treated Through NowClinic

- ✓ Acne (mild causes)
- ✓ Allergies (Rhinitis)
- ✓ Athlete's foot
- ✓ Asthma (Short-term refill, e.g. 2-3 day supply only)
- ✓ Bladder Infection/UTI
- ✓ Bronchitis
- ✓ Cold sore
- ✓ Constipation (follow-up required)
- ✓ Coughs/cold/pertussis
- ✓ Diabetes education and support
- ✓ Diarrhea
- ✓ Ear infection/swimmer's ear (follow-up required)
- ✓ Eye infections-pink eye/sty (decrease in vision and eye pain should be seen immediately)
- ✓ Fever, chills, and runny nose
- ✓ General health education and advice
- ✓ Gout
- ✓ Headache
- ✓ Insect or spider bites/deer tick bite/lyme disease
- ✓ Lab follow-up, short supply/refill

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- ✓ Laryngitis
- ✓ Medication renewal (2-day short supply)
- ✓ Nausea
- ✓ Poison ivy/poison oak
- ✓ Ringworm
- ✓ Sinusitis
- ✓ Skin inflammation – rash, shingles
- ✓ Sleep and insomnia education
- ✓ Smoking cessation education
- ✓ Sore throat
- ✓ Sunburn
- ✓ Viral illness
- ✓ Vomiting (follow-up required)

Expanding Q1/Q2 2016:

- Rheumatology
- Psychiatry



NowClinic Data

Completed Visits

2014: 5,078 visits
2015: 8,381 visits
Presently averaging 50 visits per day

Patient Satisfaction

95% rate 4 or 5 stars out of 5

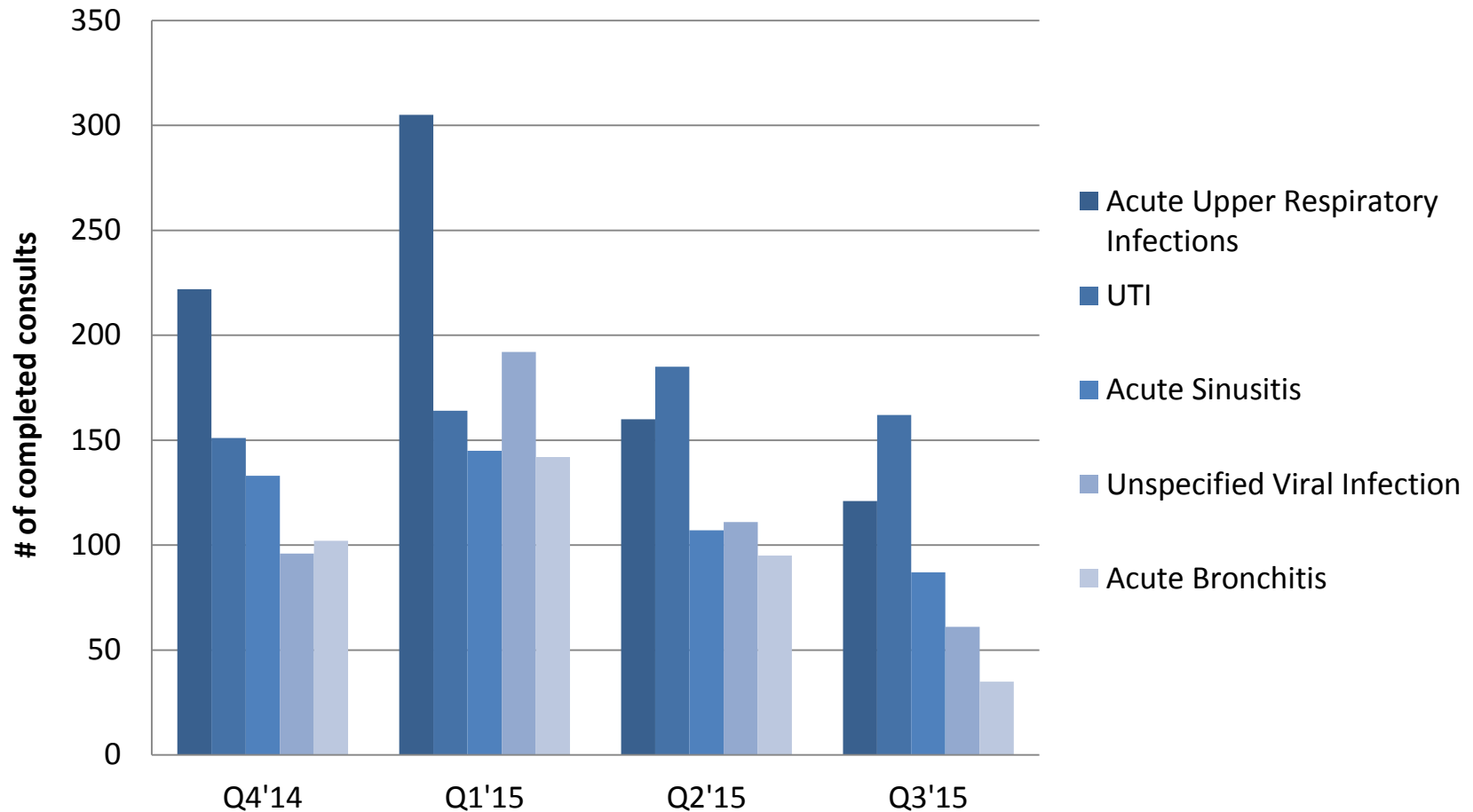
Post Visit Survey

On average, **87%** indicate they would have gone somewhere to access care, if NowClinic was not available.

Redirection

Emergency Room: 3 %	Provider office: 20%
Urgent Care: 61 %	Retail Clinic: 3 %

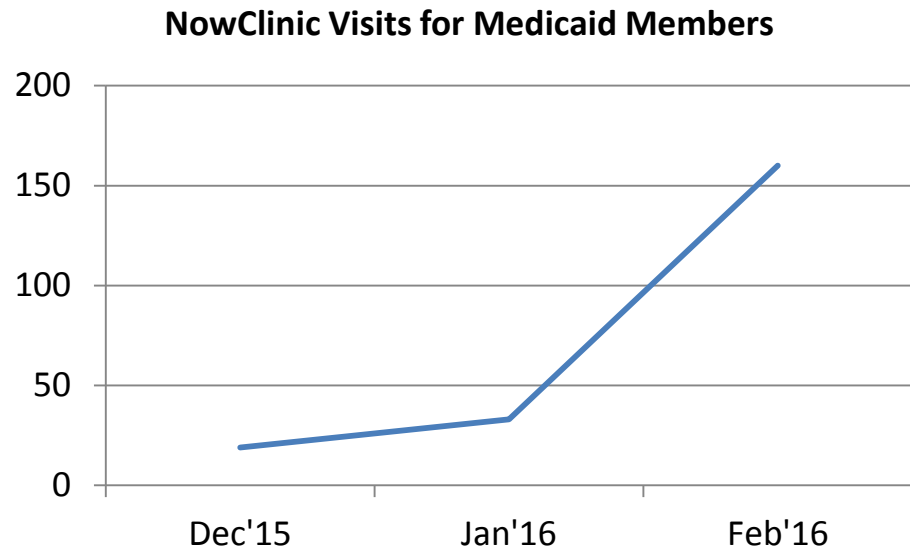
Top 5 Primary Diagnoses Through NowClinic



NowClinic Visits for Medicaid Members

In November 2015, the Division of Health Care Financing and Policy (DHCFP) adopted revisions to the Medicaid Services Manual (MSM) to align with AB292 of the 78th Legislative Session (2015).

Implementation Date:
December 2015



Month	Medicaid Visits	% Increase Over Prior Month
December 2015	19	N/A
January 2016	33	74%
February 2016	160	385%



Thank You.