

## Medicaid in North Carolina: Exploring Equitable Access to Care and Outcomes Using Telehealth

### A Virtual Town Hall

May 5<sup>th</sup>, 2022

11:00am-1:00pm

#### Agenda

##### Meeting Goals

- Share results and policy recommendations from the Kate B. Reynolds-funded research project, “Exploring Equitable Access to Care and Outcomes Using Telehealth in the Transition to Medicaid Managed Care” with providers, payers, Medicaid beneficiaries, community-based organizations and other state policy stakeholders.
- Discuss key stakeholder reactions to policy recommendations and identify collective and individual next steps for improving equitable access to care for all Medicaid beneficiaries.

##### 11:00 a.m. **Welcome & Overview**

**Session Objective:** Present goals and purpose for the Virtual Town Hall.

- Susan Dentzer, President and CEO, America’s Physician Groups
- Dr. Rebecca Whitaker, Assistant Research Director, Duke-Margolis Center for Health Policy

##### 11:05 a.m. **Opening Remarks**

- Dr. Shannon Dowler, Chief Medical Officer, North Carolina Medicaid

##### 11:15 a.m. **Research Study Context**

**Session Objective:** Provide brief overview of research study and related policy context.

- Samantha Repka, Research Associate, Duke-Margolis Center for Health Policy

#### SESSION 1: Research Presentations

##### 11:25 a.m. **Telehealth Access and Maintenance of Care for Beneficiaries with Behavioral Health Conditions**

**Session Objective:** Share findings on access and maintenance of care via telehealth among adult and youth Medicaid beneficiaries in North Carolina with behavioral health conditions.

- Dr. Rushina Cholera, Assistant Professor, Department of Pediatrics and Core Faculty Member, Duke-Margolis Center for Health Policy, Duke University

##### 11:40 a.m. **Telehealth Access during COVID-19 for Beneficiaries with Musculoskeletal Conditions**

**Session Objective:** Share findings on access to care during COVID-19 for adult and youth Medicaid beneficiaries with musculoskeletal conditions.

- Katherine Norman, Department of Population Health Sciences, Duke University

## **SESSION 2: Moderated Panels**

- 11:55 a.m.      Telehealth Access in North Carolina: Implications for Care Delivery**  
**Session Objective:** Discuss perspectives from Medicaid beneficiaries, behavioral health and musculoskeletal providers on the appropriate context, policies and supports needed within the health care delivery system to improve equitable access to care via telehealth.
- Lwiza Escobar Garcia, Project Administrator, HealthLit4Wake, Wake County Health and Human Services Department
  - Evie Nicklas, Behavioral Health Program Director, MedNorth Health Center
  - Dr. Steve North, Vice President of Medical Operations—Eleanor Health
  - Mike Schmidt, Director of Payer Relations—North Carolina Physical Therapy Association, and Physical Therapist at Duke Health
- 12:25 p.m.      Role of Payers and Other Policymakers in Improving Telehealth Access**  
**Session Objective:** Discuss the role of payers and other policymakers play in supporting telehealth access among beneficiaries who are less connected to care. Discuss novel opportunities for payers to address barriers to participation in telehealth outside the traditional scope of benefits.
- Angie Bailey, Director, Broadband Infrastructure Office, Division of Broadband and Digital Equity, North Carolina Department of Information Technology
  - Corye Dunn, Director of Public Policy, Disability Rights North Carolina
  - Dr. Karen Smith, Physician, the Family Medicine Practice of Karen L. Smith, MD, PA
  - Ginny Whitman, Public Policy Manager, Alliance of Community Health Plans
- 12:55 p.m.      Closing Remarks**
- 1:00 p.m.      Adjournment**