A VALUE-BASED “NEW NORMAL” FOR TELEHEALTH

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<table>
<thead>
<tr>
<th>NECESSITY</th>
<th>REGULATORY</th>
<th>PAYMENT</th>
<th>BENEFIT DESIGN</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Balance" /></td>
<td><img src="image" alt="Document" /></td>
<td><img src="image" alt="Currency" /></td>
<td><img src="image" alt="Clipboard" /></td>
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</tbody>
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Capitalize on this natural experiment to advance value-based care
THE VALUE AGENDA FOR TELEHEALTH

I. LEARNING SYSTEM

II. POLICY AGENDA

III. RESEARCH AGENDA
I. CONTINUOUS LEARNING SYSTEM

Implementation

Knowledge

POLICY AGENDA

RESEARCH AGENDA
II. POLICY AGENDA

1. Recognize and bridge the **digital divide**
2. Align expanded use policies with **payment reform initiatives**
3. Leverage principles of **value-based insurance design (V-BID)**
4. Support **population health**
5. Strengthen protections against **fraud and abuse**
1. Understand telehealth impact on access and utilization
2. Assess cost for case presentation and aggregate expenditure
3. Evaluate telehealth influence on appropriateness of care
4. Measure outcomes across settings
5. Explore telehealth technologies that improve value
### THE NEW NORMAL OF TELEHEALTH: NEXT STEPS

<table>
<thead>
<tr>
<th>SUPPORT</th>
<th>MEASURE</th>
<th>DISRUPT</th>
<th>ALIGN</th>
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</thead>
<tbody>
<tr>
<td>Infrastructure required to</td>
<td>Operationalize platforms that enable</td>
<td>Value agenda as a <strong>pivotal strategy</strong> for</td>
<td>Dominant approach to align stakeholders around</td>
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<tr>
<td>support and sustain</td>
<td>measurement of important outcomes?</td>
<td>growth and disruptive innovation?</td>
<td>value-based care delivery?</td>
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<tr>
<td>equitable care delivery?</td>
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**Galvanize stakeholders to optimize healthcare value**