

State: Iowa - Division of Child and Community Health-  
(DCCH)

### What is your team's **biggest strength** around telehealth programs?

The biggest strength of our program is the existing infrastructure across the state to support telehealth. DCCH has a network of 14 regional centers across Iowa equipped with telehealth technology and has been providing telehealth services to Iowa families since 2005.

Another strength is that DCCH is part of University of Iowa Health Care which allows us to leverage relationships with pediatric specialists to increase access to families across the state via telehealth.

### Describe your team's **biggest challenge** around telehealth programs.

One of the biggest challenges is the sustainability of telehealth and insurance coverage and payment parity.

Within Iowa, a telehealth coverage parity bill was recently signed in March 2018 which will require coverage of telehealth by state regulated insurance plans to the same extent as those services are covered in person. Challenges still exist with payment parity.

Specific to ASD services, there was a recent change impacting families' access to coverage for ABA therapy delivered via telemedicine within United Health Care, one of Iowa's Managed Care Organizations.

### Describe **ONE current strategy** that your state is using around telehealth.

One strategy our Division is using is to evaluate the impact of our current telehealth activities and gauge family satisfaction by conducting a telehealth patient experience survey.

The survey tool addresses a variety of areas including: travel time saved, convenience, satisfaction with appointment, comparison to similar in-person appointments and use of technology.

Initial results of the survey have been used in education and advocacy efforts about telehealth as well as to ensure that our current services are meeting the needs of the families we serve.

### What's **one interesting thing** about your state?

Iowa has over 128,000 children and youth with or at risk of having a special health care need including chronic conditions, developmental disorders and complex health needs.

The University of Iowa Stead Family Children's Hospital Autism Center is located in Eastern Iowa and is the largest comprehensive diagnostic center in Iowa, providing diagnostic services to over 500 toddlers and young children with ASD annually.

### What does your team **hope to gain** from this meeting?

We hope to learn strategies and best practices related to the implementation of telehealth services within the ASD/DD community and systems.

We would also like to learn more about navigating the legislative and policy issues impacting telehealth within these systems and how to develop financially sustainable models for telehealth.