



February 11, 2022

The Honorable Mike Stephens
Chairman
Missouri House Health and Mental Health Policy Committee
Missouri House of Representatives
201 West Capitol Avenue, Room 306-B Jefferson City, MO 65101

The Honorable Cyndi Buchheit-Courtway
Vice-Chairwoman
Missouri House Health and Mental Health Policy Committee
Missouri House of Representatives
201 West Capitol Avenue, Room 236-B Jefferson City, MO 65101

RE: ATA ACTION SUPPORT FOR HOUSE BILL 2165

Dear Chairman Stephens and Madame Vice-Chair Buchheit-Courtway,

On behalf of ATA Action, I am writing to express our support for House Bill 2165, which would allow for the use of adaptive nonstatic questionnaires as part of asynchronous store-and-forward technology in the practice of telehealth.

ATA Action, the American Telemedicine Association's affiliated trade association focused on advocacy, advances policy to ensure all individuals have permanent access to telehealth services across the care continuum. ATA Action supports the enactment of state and federal telehealth coverage and fair payment policies to secure telehealth access for all Americans, including those in rural and underserved communities. ATA Action recognizes that telehealth and virtual care have the potential to truly transform the health care delivery system – by improving patient outcomes, enhancing safety and effectiveness of care, addressing health disparities, and reducing costs – if only allowed to flourish.

House Bill 2165 is a reasonable addition to Missouri's state telehealth policy. The proposed legislation makes clear that adaptive questionnaires can be an appropriate use of asynchronous store-and-forward technologies in the delivery of telehealth services, including in the establishment of physician-patient relationships. Across the country, providers and health systems are using adaptive and responsive online questionnaires that incorporate relevant evidenced-based clinical protocols to deliver care to both new and established patients. The proposed legislation specifically requires adaptive questionnaires to be sufficient to establish an informed diagnosis as though a medical interview or physical examination has been performed in person in order to qualify as a permitted use, and clearly differentiates this technology from where a patient is provided a static set of questions and responds with a static set of answers. ATA Action believes this is an appropriate patient safety guardrail tied to the standard of care.

ATA Action applauds your efforts to expand Missouri residents' access to affordable, high-quality health care. Across the United States, patients and consumers are seeking more cost-effective and efficient ways to access the health care they need. State policies should not pick winners and losers in terms of the technologies used in the practice of telehealth, relying instead the discretion of licensed medical

ATA ACTION

901 N. Glebe Road, Ste 850 | Arlington, VA 22203
Info@ataaction.org



Telehealth Policy to Transform Healthcare

professionals as to which modalities are sufficient to meet the standard of care for the condition presented by the patient. Moreover, asynchronous technologies such as the adaptive questionnaire do not require an excessive amount of bandwidth to function properly. By permitting the use of these adaptive nonstatic questionnaires as part of asynchronous store-and-forward technology in the delivery of telehealth services, the legislature enhances the ability of the almost 800,000 Missourians who lack access to reliable, high-speed internet connections to receive the same level of care as those who are able to utilize high-speed internet capabilities.

Most pertinently, innovative telehealth technologies such as the adaptive questionnaire have enabled practitioners and patients to interact with each other from the comfort and safety of their homes throughout the COVID-19 pandemic, allowing them to receive affordable, high-quality care without physically entering a health care facility.

ATA Action is confident that House Bill 2165 will increase access to care across Missouri. Simultaneously, the bill will enhance the efficiency of Missouri's health care industry by allowing more patients to get the care they want, need, and deserve. Missouri's increasingly permissive state telehealth policy will promote the innovation and use of telehealth technologies in the state, benefitting patients and practitioners alike by creating a patient-centered health care experience.

Again, we thank you for your advocacy on telehealth. Please let us know if there is anything we can do to help you advance common-sense telehealth policy in Missouri. If you have any questions or would like engage in additional discussions surrounding the telehealth industry's perspective, please contact me at kzebley@ataaction.org.

Kind regards,

A handwritten signature in black ink, appearing to read "Kyle Zebley".

Kyle Zebley
Executive Director
ATA Action

ATA ACTION

901 N. Glebe Road, Ste 850 | Arlington, VA 22203
Info@ataaction.org