

Rapid deployment of telehealth across PGIP



- To support rapid expanded access to telehealth services during the COVID-19 public health emergency, Blue Cross Blue Shield of Michigan announced in mid-March that we would allow covered health care providers to use popular applications that allow for video chats for a limited time. Based on feedback from the POs, the deadline for using acceptable non-HIPAA compliant solutions has been extended until June 30, 2020 (subject to change).
 - Provide physician organizations and practices additional time to purchase and onboard to telehealth platforms
 - Support providers facing financial and other challenges due to cancelation of doctors visits and procedures
 - Help reduce the spread of coronavirus at doctors' offices and to ease the burden on hospitals and physician practices
 - Providers are encouraged to notify patients that these third-party applications potentially introduce privacy risks, and providers should enable all available encryption and privacy modes when using such applications.

Preferred: Traditional telehealth platforms (i.e. Amwell, Care Convene, eVisit, MDLive, Teladoc) or other HIPAA-compliant applications such as Skype for Business (Microsoft Teams), Updox, Zoom for Healthcare, Doxy.me

Acceptable until June 30, 2020: *Apple FaceTime, Facebook Messenger video chat, Google G Suite Hangouts*, Skype, Zoom Meeting (recommend that providers do not use personal mobile devices)*

Not Acceptable at all: Facebook Live, Twitch, TikTok, other public facing communication applications

**Platforms such as Zoom, Microsoft Teams, and Google solutions may be considered HIPAA-compliant products with a HIPAA BAA. However, certain elements are not compliant and it is entirely up to the user to understand the features that must be enabled or disabled to make the platform secure